

## **Veterinary Technician Job Description:**

The Licensed Veterinary Technician has many important responsibilities and plays many roles within the hospital. They apply their professional skills in anesthesia, surgery, dentistry, laboratory testing, patient nursing, and client education and service. Technicians must share a firm belief in the quality of care we provide and communicate this sense of assurance to clients. It is important to know and understand our services and recommendations and be able to clearly convey the value of the services to clients. Excellent client communication skills and commitment to outstanding client service are essential.

### **Veterinary Technicians are responsible for:**

#### **Patient Care:**

- Executing safe but effective animal restraint utilizing Fear Free protocols.
- Performs patient's treatments, using routes such as IV, SQ, PO, and IM.
- Placing IV catheters in animals, assuring that they are maintained, and having complete knowledge of the infusion pumps.
- Monitoring and caring for hospitalized or surgical patients. Keeping animals comfortable and clean.
- Performing duties associated with anesthesia including: preparing animals for surgery, induction, intubation, maintenance of gas anesthesia, monitoring animals during and after anesthetic procedure using monitoring equipment, extubating, and recovery.
- Weighing every animal that comes in, each time they come in, and making sure the weight is updated in the computer.
- Taking accurate history and temperature, if needed, and entering it into the computer.
- Performing nail trims, anal gland expressions, ear cleaning, and other patient services as needed.

#### **Client Service:**

- Proper telephone skills, answering if reception can't, speaking professionally, entering conversations into the record, and take messages appropriately.
- Client education including: Parasites (internal/external, life cycle, treatment, clean up), vaccination (schedules, types, reasons to vaccinate), heartworm disease, puppy and kitten information, pet insurance, healthy weight, behavior, medications, and dental care.
- Updating client information in computer including email, cell number, correct address, and patient picture.
- Performing call backs in a timely manner and entering notes into the computer.
- Creating and explaining estimates to owners.
- Scheduling appointments – forward booking rechecks or routine appointments.
- Greeting clients when they walk in the door if reception unavailable.
- Checking clients in or out if reception is unavailable.
- Going over forms and paperwork before and after surgery. Knowledge of discharge instructions and possible complications.

- Preparing discharge instructions for hospitalized patients, surgical patients, and dental procedures.
- Knowledge of our payment policy and our recommended sources for financial assistance.
- Knowledge of our online pharmacy and client communication app so they can be recommended, and give owners help if having issues.

#### General Duties:

- Understanding the types of medications kept in hospital and where they are located. Also, understanding of commonly used abbreviations like BID, OU, and q24h. Filling prescriptions and printing labels.
- Responsible for reporting controlled substance prescriptions to MAPS.
- Knowledge of anesthetic machines and lines.
- Prepping anesthetic machines and exhaust before surgery.
- Knowledge and understanding of sterile technique, ability to scrub in and assist doctor in surgery if needed.
- Preparing animals for surgery including clipping and scrubbing appropriately.
- Responsible for procedure records including: Sx SOAP, anesthesia log, and dental chart.
- Knowledge of surgery packs and proper identification of instruments for each pack.
- Knowledge and troubleshooting of ultrasonic cleaner, instrument milk, and autoclave.
- Performing proper dental cleaning, charting, and radiographs.
- Knowledge of the laser therapy machine. Utilization if assistant unavailable.
- Performing proper and safe radiographic technique and positioning.
- Performing laboratory work including: Parasite screens, urinalysis, blood slides, skin and ear cytology's, skin scrapings, ear mite id, and plating samples for incubation.
- Knowledge and utilization of Stance Analyzer.
- Complete knowledge of individual reference labs and what samples go to which lab and why. Ultimately responsible for ensuring the sample is handled and sent appropriately.
- Knowledge of types & doses of anesthetic drugs. Help doctors to calculate anesthesia for upcoming procedures.
- Ability to troubleshoot hospital equipment and maintain as assigned.
- Knowledge and utilization of the tag reorder system for inventory and supplies.
- Stocking exam rooms and treatment area as needed.
- Knowledge of computer program and uses.
- Keeping all areas of the hospital clean and tidy. Assists in cleaning exam rooms between appointments, if possible. Know protocol for cleaning after an infectious patient.
- Assists in cleaning the hospital at the end of the day.
- Assist in maintenance outside of hospital as needed including watering plants and picking up animal waste.
- Help veterinarians or other staff members accomplish other tasks to make hospital run smoothly.
- Knowledge of other job descriptions and assist in training new staff members.