

ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

VETERINARY ASSISTING, 51.0808.00	
1.0	PERFORM SCHEDULING AND OTHER OFFICE FUNCTIONS
1.1	Demonstrate proper appointment scheduling and make appointments (paper and electronic)
1.2	Prepare appropriate forms and certificates for signature (e.g., rabies, sterilization, health)
1.3	Demonstrate admission and discharge of patients
1.4	Perform basic filing, retrieving, and maintenance of medical records (in accordance with AZ Veterinary Medical Examining Board, Administrative Rules. Article 5 Standards of Practice R3-11-502 Standards of Practice.L.)
1.5	Demonstrate computer skills in relation to electronic health records
1.6	Perform basic invoicing, billing, and payment on account procedures
1.7	Answer and prioritize phone calls and accurately document communication
1.8	Request records and information from other veterinary facilities
2.0	DEMONSTRATE EFFECTIVE COMMUNICATION AND CLIENT RELATIONS SKILLS
2.1	Demonstrate appropriate verbal and nonverbal communication skills
2.2	Demonstrate appropriate electronic communication with clients
2.3	Identify and respect cultural differences
2.4	Describe the steps and stages of the grief process
2.5	Identify components of the medical record
2.6	Identify and define commonly used root word, prefixes, and suffixes
2.7	Identify and use commonly used medical abbreviations
2.8	Ensure completeness of the medical record
2.9	Maintain integrity and security of the medical record
2.10	Explain release of medical record requirements (in accordance with AZ Veterinary Medical Examining Board, Administrative Rules. Article 5 Standards of Practice R3-11-501 Ethical Standards.8.)

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3.0	APPLY LEGAL, ETHICAL, AND PROFESSIONAL PRACTICES
3.1	Distinguish between ethical and unethical conduct in a veterinary practice (in accordance with R3-11-501 1-5, 9 and ARS 32-2232), i.e., honesty, reliability, and integrity
3.2	Explain the human-animal bond and its implications for veterinary practice
3.3	Demonstrate appropriate professional appearance and language in the workplace
3.4	Demonstrate appropriate use of electronic communication in the workplace (e.g., cell phone, text messaging, social networking, digital photography)
3.5	Explain confidentiality issues, regulations, and requirements related to veterinary medicine
3.6	Follow local, state, and federal laws and regulations as they apply to Veterinary Assistants
4.0	APPLY SANITATION AND SAFETY MEASURES
4.1	Demonstrate knowledge of basic sanitation and disinfection techniques (in accordance with AZ Veterinary Medical Examining Board, Administrative Rules R311-101 26)
4.2	Inventory and restock supplies
4.3	Demonstrate knowledge of communicable and zoonotic diseases
4.4	Use precautions according to OSHA and comply with hazardous labeling requirements
4.5	Use proper hand hygiene according to CDC (Center for Disease Control)
4.6	Don, remove, and discard PPE (personal protective equipment) according to standard procedure (e.g. gloves, gowns, masks, lab coats, goggles, and face shields)
4.7	Explain isolation protocols and demonstrate isolation procedures
4.8	Explain procedures for cleaning laboratory spills
4.9	Handle and dispose of contaminated and hazardous items according to OSHA guidelines
4.10	Use fire and chemical safety protocols (e.g., SDSs (Safety Data Sheets) and the use of fire extinguishers)
4.11	Describe evacuation plans used by various facilities and statewide alert codes
4.12	Report unsafe conditions for self and others (e.g., electrical hazards, spillages, puddles on floor, fractious patients)
4.13	Demonstrate proper body mechanics and lifting techniques
4.14	Demonstrate radiation safety
4.15	Demonstrate understanding of and maintain SDSs (Safety Data Sheets)
4.16	Store, safely handle, and dispose of biological and therapeutic agents and sharps, pesticides, and hazardous waste

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5.0	APPLY PRINCIPLES OF PHARMACY AND PHARMACOLOGY
5.1	Defend the importance and explain legal implications of the veterinary-client-patient relationship (AZ Veterinary Medical Examining Board definition of VCPR. ARS 32-2201, 24 a-c)
5.2	Recognize legal issues involving all controlled and non-controlled drugs (in accordance with Article 7 Dispensing of drugs and devices 32-2281, Article 8 Drug Dispensing R3-11-801 to R3-11-807. R3-11-502, K, controlled drug log. 32-1901 controlled/non-controlled)
5.3	Compare and contrast types and groups of drugs and demonstrate proper terminology
5.4	Differentiate prescription drugs from over-the-counter drugs and describe proper prescription label requirements
5.5	Explain the importance of checking expiration dates
5.6	Reconstitute vaccines and be familiar with proper protocols
5.7	Describe possible routes and methods of drug and vaccine administration that the veterinarian or veterinary technician may choose
6.0	DEMONSTRATE EXAMINATION ROOM PROCEDURES
6.1	Place and remove small animals from cages
6.2	Place and restrain small animals on tables and floor
6.3	Apply dog and cat safety muzzle
6.4	Apply Elizabethan collar
6.5	Apply restraint pole
6.6	Demonstrate standing, sitting, lateral, sternal, and dorsal restraint positions
6.7	Recognize when to alter normal restraint for compromised patients in the exam room (e.g., ringworm, contagious diseases, ectoparasite infestation) and describe appropriate action or personnel to notify
6.8	Restrain birds, rabbits, pocket pets, reptiles, and other exotics
6.9	Restrain large animals (e.g., halter, tie, and lead horses; restrain cattle and horses; apply twitch; apply nose tongs/leads; restrain sheep and swine; load large animals)
6.10	Determine and record temperature, pulse, respiration, mucous membrane color, CRT (capillary refill time), body condition score, and weight of patients
6.11	Perform toenail trim on cats and dogs (birds and exotics optional)
6.12	Express anal sacs using the external method
6.13	Recognize AKC dog breeds and CFA cat breeds
6.14	Identify the gender of small animal species, particularly felines
6.15	Perform exam room grooming (e.g., trimming nails, external ear canal cleaning, sanitary trimming)

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6.16	Explain small animal nutritional requirements, pet food labeling standards, dry matter basis calculations, and the differences between pet food products
6.17	Apply ear medication
6.18	Apply eye medication
6.19	Record an accurate history and report chief complaint
7.0	PERFORM PATIENT CARE
7.1	Describe the roles and responsibilities of each member of the veterinary health team and the important part that each play in the delivery of excellent care
7.2	Perform routine record-keeping and observation of hospitalized patients (e.g., stress importance of notations made when cleaning and feeding)
7.3	Monitor/restrain patients for fluid therapy
7.4	Document and explain execution of patient treatment plan
7.5	Perform hand pilling for dogs and cats
7.6	Administer oral liquid medication to dogs and cats
7.7	Perform IV catheter removal and apply pressure bandage
7.8	Perform therapeutic bathing, basic grooming, and dipping of small animals
7.9	Differentiate between normal and abnormal animal behavior (e.g., seizure, shock, irritability, fear, agnostic aggression)
7.10	Recognize abnormal patient health status (e.g., ataxia, dyspnea)
7.11	Recognize and respond appropriately to veterinary medical emergencies by notifying the appropriate hospital personnel
7.12	Prepare food and prescription diets according to special dietary needs
7.13	Provide care and maintenance of medical equipment and supplies (e.g., IV drip counter, water blanket, bedding)
7.14	Compare and contrast bandage types and materials used for each (e.g., cast padding, stretch gauze, Telfa pad, self-adherent bandage wrap, medical tape, elastic tape)
7.15	Explain the process of euthanasia and post mortem care (in accordance with 32-2240.01 Burial in Landfill, Licensed Crematory 32-2291-32-2296. AZ Vet Med Exam Board Administrative Rules Article 10 Animal Crematory Minimum standards R3-11-1001 to 1010. R311-502 Standards of Practice, F.)
8.0	ASSIST WITH SURGICAL PREPARATION AND PROCEDURES
8.1	Prepare surgical equipment and supplies based on surgical procedure and veterinarian preferences
8.2	Sterilize instruments and sanitize supplies using appropriate methods
8.3	Operate and maintain autoclaves

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8.4	Identify common surgical instruments
8.5	Identify common suture materials, types, and sizes
8.6	Assist the veterinarian and/or veterinary technician with preparation of patients using aseptic technique
8.7	Assist with positioning of surgical patients
8.8	Aid the veterinarian and/or veterinary technician with physical monitoring of recovering surgical patients
8.9	Maintain the Surgical Log (in accordance with R311-502 Standards of Practice H. Anesthesia log - separate from controlled drug log)
8.10	Maintain proper operating room conduct and asepsis
8.11	Perform post-surgical cleanup
8.12	Fold surgical gowns and drapes
8.13	Maintain operating room sanitation and care
9.0	ASSIST WITH LABORATORY PROCEDURES AND PREPARE SPECIMENS
9.1	Collect voided urine samples
9.2	Determine physical properties of urine including color and clarity
9.3	Assist in the collection of blood samples by providing restraint and supply preparation
9.4	Compare and contrast common blood tubes used in veterinary medicine
9.5	Collect voided fecal samples for examination
9.6	Prepare fecal flotation solutions and set up fecal flotations and direct smears
9.7	Describe necropsy procedures
9.8	Explain procedures for handling rabies suspects and samples safely (Rabies suspects. Compendium of Animal Rabies Prevention and Control (Arizona Manual for Rabies Control and Bite Management azdhs.gov . Federal— cdc.gov))
9.9	Demonstrate appropriate procedure for disposal of deceased animals (Disposal of deceased animals Article 8, 32-22 in ARS, Minimum standards for animal crematories Rules R3-11-1001-1010, and R311-701, 5. Defining adequate refrigeration for deceased)
9.10	Identify external parasites (e.g., mites, lice, fleas, ticks)
9.11	Assist in the preparation of various specimen staining techniques

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9.12	Compare and contrast preparation procedures of in-house lab vs reference lab sample submission
9.13	Confirm all laboratory results are accurately recorded
9.14	Maintain Laboratory Log
10.0	IDENTIFY NORMAL STRUCTURE, FUNCTION, AND COMMON DISEASES OF BODY SYSTEMS
10.1	Identify structure and function of the Integumentary System
10.2	Identify structure and function of the Musculoskeletal System
10.3	Identify structure and function of the Circulatory System
10.4	Identify structure and function of the Respiratory System
10.5	Identify structure and function of the Gastrointestinal System
10.6	Identify structure and function of the Urinary System
10.6	Identify structure and function of the Nervous System
10.8	Identify structure and function of the Endocrine System
10.9	Identify structure and function of the Reproductive System
10.10	Identify structure and function of the Sensory System
10.11	Identify structure and function of the Immune System
11.0	DESCRIBE PRINCIPLES OF RADIOLOGY AND ULTRASOUND IMAGING
11.1	Describe procedures to assist the veterinarian and/or the veterinary technician in the completion of diagnostic radiographs and ultrasound including the restraint, preparation, and positioning of patients
11.2	Explain quality control procedures related to radiation protection (Radiation protection. Arizona Radiation Regulatory Agency (ARRA). Article 4 Standards for Protection against Ionizing Radiation R12-1-401 to 409)
11.3	Label, file, and store film and radiographs
11.4	Demonstrate proper care of radiography equipment
11.5	Demonstrate procedures for care and maintenance of film cassettes and screens (optional)
11.6	Explain safety precautions for handling processing chemicals
11.7	Process diagnostic radiographs using an automatic processor or digital processing
11.8	Maintain X-ray Log (X-ray log. AZ Vet Med Examining Board Administrative Rules R311-502, M.)