

- JOB DESCRIPTION -

VETERINARY TECHNICIAN

INTRODUCTION

The Veterinary Technician assists the doctors to the fullest possible extent, to help improve the quality of care given to the patients, and to aid the doctors in achieving greater efficiency by relieving them of technical work at Highland Veterinary Clinic.

The Veterinary Technician assists in multiple procedures by providing care for animals including but not limited to physical examinations, dental procedures, surgeries, immunizations, euthanasia as well as client education, marketing and inventory maintenance. This position requires a working knowledge of pharmaceutical drugs, common diseases and chronic disease management; their signs/symptoms, means of infectious disease transmission, treatment and prevention, and other preventative health care recommendations relative to the attending DVM's prescribed health plan for the patient. This is an overview of the position and the job responsibilities listed do not encompass the entire position. The Veterinary Technician is under the direct guidance and supervision of the attending veterinarians and Veterinary Practice Manager at Highland Veterinary Clinic, and the indirect guidance and supervision of the Hospital Administrator. All Veterinary Technicians at Highland Veterinary Clinic are expected to work as valuable members of the supportive care management team we have developed in our hospital.

PRIMARY JOB RESPONSIBILITIES

- Obtain and record patient histories. Assist attending veterinarian in supportive care recordkeeping in the AVImark database.
- Collect specimens and perform routine laboratory procedures and tests in hematology, biochemistry, chemistry, microbiology, urinalysis, and serology to assist in the diagnosis and treatment of animal health problems.
- Dispense and administer medications, vaccines, serums and treatments as directly prescribed by our veterinarians.
- Administer fluids and blood products as prescribed by our veterinarians.
- Apply bandages and splints under the direction of the attending veterinarian.
- Give injections, as directed by veterinarian - intravenous, intramuscular and subcutaneous.
- Administer and monitor anesthesia under the direction of a veterinarian.
- Place and maintain intravenous catheters. Maintain urinary catheters and nasogastric tubes as placed.

- As Lead Technician, is responsible for the management of the Whiteboard physically and in the AVImark database and manages the workflow of hospitalized patients, surgical patients, and inpatients receiving medical services while grooming or boarding.
- Develop nursing care plans for hospitalized patients in partnership with our attending veterinarians, in accordance with the standard of care that is developed by our Medical Director.
 - Provide specialized nursing care for injured or ill animals in critical care status or ICU.
 - Supervise patient care in step down or nursing care/rehab status.
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 - Performs, and as lead technician, directly supervises walk-throughs in wards or kennel facility every two hours.
- Prepare patients, instruments and equipment for surgery.
- Direct, train and supervise Kennel Manager/Tech Assistant and student technicians in the use of this equipment.
- Performs as prep nurse and circulation nurse during surgery.
 - Performs, and as lead technician, directly supervises surgical recovery until patient is in sternal recumbence every 30mins.
- Assure that monitoring and support equipment such as anesthetic machines, cardiac monitors, scopes and breathing apparatus are in good working condition.
- Assist in diagnostic, medical and surgical procedures using a range of high-tech diagnostic equipment including electro cardiology, radiology and ultrasonography equipment.
- Take and process radiographs on the order of the veterinarian.
- Communicate with and educate owners as directed by the veterinarian and in accordance with the team standards set by the Veterinary Practice Management office.
- Maintain knowledge of preventative healthcare recommendations in order to answer client questions, provide education on vaccines, anti-parasitic medication or products, and assist in marketing our veterinary services from which a pet guardian's patient would benefit, such as a dental cleaning, life stage preventative care, elective surgeries, boarding, behavioral intervention, and hygiene/grooming.
- Educate clients on medications prescribed by our veterinarians and over the counter products sold including holistic supplements and care products, and answer questions regarding purchase/use.
- Maintain inventory of pharmaceuticals, equipment and supplies under the supervision of the Veterinary Practice Manager.

- Monitor laboratory supplies and order additional laboratory supplies from the practice manager as needed.
- Knowledge of the use, care, and storage of veterinary instruments, materials, and equipment.
- Clean, maintain and sterilize instruments, equipment, and materials.
 - Maintain our Idexx VetLab Station in accordance with manufacturer instructions and our standard operating procedures.
 - Assist our veterinarians in providing reference lab requisitions and setting up VetStat requisitions under their direction if needed.
- Assists Veterinary Practice Manager in providing knowledge and supervision regarding related federal and state animal health laws and regulations including OSHA and DEA. Ensure that the hospital and its employees continue our compliance with regulations. Inform the veterinary hospital administrator of any regulatory issues.
- Clean and straighten surgical suite, diagnostic imaging suite and equipment, treatment and lab areas. Restock surgical suite, white goods area, and laboratory with supplies as needed. Assist other team members to keep the public areas of the practice clean and well maintained. Clean and maintain all medical equipment as required.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Work with Client Services Team and Veterinarian's Assistant to assist in client scheduling and follow-ups if needed.
- Learn and use VINx Mobile as a tool to assist you in your job duties.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Veterinary Technician works under the direct supervision of the attending veterinarians, the Lead Technician, and the veterinary practice manager who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor or designated team leader in any case. Completed work is routinely reviewed by the attending veterinarian or practice manager for technical accuracy, and compliance with established procedures. Administrative supervision may be directed by the Hospital Administrator

SKILLS AND KNOWLEDGE

- Knowledge of the procedures used for receiving, treating, and scheduling patients, for ordering medical supplies, and requesting laboratory tests or telemedicine.

- Knowledge of the use, care, and storage of veterinary instruments, diagnostic imaging equipment, materials, and veterinary equipment.
- Knowledge of sterilization techniques to sterilize various instruments and materials.
- Knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to make preparations and provide “tableside” assistance.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Ability to work with teams of people as a peer, and to provide clear direction, training, and/or supervision to technician’s assistants and kennel attendants.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently required to bend, stand, stoop, walk, sit, talk, and listen, frequently working in a bent position.
- Frequently use hands to manipulate, handle, or feel; will reach with hands and arms.
- Use strength or agility in capturing and restraining stronger, more active animals.
- Frequently lift and/or move up to 50 pounds. Occasionally handle dogs weighing up to and over 150 lbs. Assistance will be provided by additional animal handlers when working with larger animals.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases. Follow federal and state animal health laws and regulations including OSHA and DEA.

ESSENTIAL FUNCTIONS:

- Receive, handle and treat patients with skill, compassion and care including: monitoring during anesthesia, administering fluids, assisting in diagnosing, surgery and general and specialized nursing care.
- Accurately perform laboratory tests.
- Accurately dispense and administer medications and vaccines.
- Input data and services with accuracy into computer software system.
- At Highland Veterinary Clinic, technicians must be comfortable and interested in working with a variety of species including dogs, cats, small mammals, turtles, rabbits, ferrets, pet birds, and wild birds.
- Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Strong communication and client service skills. Considerable tact and diplomacy is required, as is an ability to work with clients and patients in a professional, friendly, hospitable manner.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Frequently lift, carry and handle dogs weighing 50 lbs.

Education and Qualifications

- Must have graduated with a minimum of an Associate's Degree from an AVMA accredited school of veterinary technology. A Bachelor's Degree as a Veterinary Technologist is a plus.
- Must have current Indiana Veterinary Technician's License.
- Must maintain RVT status via continuing education hours as required by Indiana state regulatory boards.

Experience

- Must have some experience working in the veterinary field. 1-2 years' experience in the veterinary field is recommended. 1-3 years' experience as a Registered Veterinary Technician is a plus.

Career Path at Highland

Registered Veterinary Technicians may find an opportunity for advancement by showing a willingness to master skills in specialized areas of supportive care that are for the promotion of patient care at Highland Veterinary Clinic. Technicians may advance by demonstrating further competency which goes above and beyond current expectation, as leaders mastering areas of interest to the facility, such as in behavior or training, approved holistic pet care & counseling, genetic screening, stem cell therapy, acupuncture, physical therapy, k-laser therapy, advanced diagnostic imaging, in-house microbiology, forensic/shelter medicine, orthopedic nursing care, hospice care services, and trauma.

Registered Veterinary Technicians in good standing at Highland Veterinary Clinic who have worked 5 years or more for the practice, who show an interest and capacity for leadership or new responsibility, in a practice environment where expansion is possible, may be candidates for a position as Lead Veterinary Technician.