

DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – Fall 2023

AH 145: OFFICE COMMUNICATIONS AND MANAGEMENT FOR THE VT – 3 (2.5-0-2) 72 Hours for 16 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

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INSTRUCTOR: Kyla Dahms

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OFFICE: AS 138

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OFFICE HOURS: As posted or by appointment

CALENDAR DESCRIPTION:

Students will develop communication and office skills to prepare them to work in the veterinary industry and will learn how to communicate effectively in both written and oral form. They will develop skills in office duties – basic financial transactions, filing, computer skills and inventory control. Students will also develop a solid foundation of utilizing medical records to promote continuity of quality animal care.

PREREQUISITE(S)/COREQUISITE:

Must be registered in the NWP Animal Health Technology Program

REQUIRED TEXT/RESOURCE MATERIALS:

McCurnin's Clinical Textbook for Veterinary Technicians and Nurses

DELIVERY MODE(S):

Lab/Lecture

- **Principles of Communications & Feedback.** Upon successful completion of this unit students will be able to:
 - discuss the importance of communication
 - describe the communication process in a veterinary setting
 - identify tools to develop critical thinking skills

- **Group Dynamics.** Upon successful completion of this unit students will be able to:
 - identify and discuss appropriate and inappropriate lines of communication with team members
 - describe how to incorporate teamwork into a practice
 - describe advantages of teamwork
 - describe how to create a fun work environment
 - list the normal body responses to stress
 - list and explain the 3 factors that determine whether stress is positive or negative
 - identify physical, mental, emotional, relational or spiritual stress symptoms
 - what are causes of stress and give examples
 - identify tips to manage stress

- **Oral Communication.** Upon successful completion of this unit students will be able to:
 - prepare an estimate to a client or discharging a patient
 - book an appointment over the phone
 - perform phone call backs

- **Social Media in Veterinary Medicine.** Upon successful completion of this unit students will be able to:
 - identify and discuss the use of various social media platforms
 - identify relevant website information
 - evaluate client information and handouts

- **Veterinary Medical Health Information Management.** Upon successful completion of this unit students will be able to:

- discuss and apply characteristics of medical records in a veterinary hospital setting.

- **Inventory Management Principles.** Upon successful completion of this unit students will be able to:
 - describe and use inventory management principles to positively influence veterinary clinic income.

- **Introduction to Veterinary Software.** Upon successful completion of this unit students will be able to:
 - discuss and demonstrate features of veterinary software programs.
 - Complete electronic medical record training modules

- **Financial Transactions.** Upon successful completion of this unit students will be able to:
 - prepare and manage daily financial transactions that are likely to occur in a veterinary practice.

- **CCAC.** Upon successful completion of this unit students will be able to:
 - Explain the significance of the ACC
 - Complete 4 training quizzes for the ACC

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page

<http://www.transferalberta.alberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

	Mark Distribution
A. Assignments & Quizzes	60%
D. Software Training Modules	40%
	100%

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is less than C-.

Grading Chart for courses with Alpha Grading:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

OR Grading Chart for courses with Pass/Fail Grading:

Alpha Grade	4-Point Equivalence	Percentage Conversion (unless otherwise specified in the Course Outline)	Descriptor
P	N/A	50-100	Pass
F	N/A	0-49	Fail

Grades for this course will be assigned as a percentage.



As posted

STUDENT RESPONSIBILITIES:

Enrolment at NWP assumes that the student will become a responsible citizen of the Institute. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume responsibility for his/her education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.

Additional Information:

Disruptive behavior in the class will result in the student being excused from the class; this include, but is not limited to, use of cell phones or any handheld equipment that has not been approved by the instructor.