



VETERINARY ASSISTING 01.8301.00

TECHNICAL STANDARDS

An Industry Technical Standards Validation Committee developed and validated these standards on October 1, 2019. The Arizona Career and Technical Education Quality Commission, the validating authority for the Arizona Skills Standards Assessment System, endorsed these standards on January 22, 2020.

Note: Arizona's Professional Skills are taught as an integral part of the Veterinary Assisting program.

The Technical Skills Assessment for Veterinary Assisting is SY2021-2022.

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

STANDARD 1.0 PERFORM OFFICE FUNCTIONS

- 1.1 Demonstrate appointment scheduling using paper and electronic methods (i.e., triage, type of appointment, office, doctor, and hospital schedules, etc.)
- 1.2 Prepare appropriate forms and certificates for signature (e.g., rabies, sterilization, and health)
- 1.3 Admit a patient (i.e., greet client, determine procedure, provide cost or estimate, use laymen or medical terminology as appropriate, etc.)
- 1.4 Discharge a patient (i.e., include services performed, diagnosis, follow up of doctor's orders and future appointments; explain medications, clarify questions; assist to vehicle if necessary, etc.)
- 1.5 File, retrieve, and maintain medical records in accordance with AZ Veterinary Medical Examining Board, Administrative Rules Article 5. Standards of Practice R3-11-502 Standards of Practice L.
- 1.6 Use practice management software to maintain electronic health records for accuracy and security
- 1.7 Follow office procedures for invoicing, billing, payment on account, and processing travel sheets
- 1.8 Answer, prioritize, and accurately document phone calls
- 1.9 Request records and information from other veterinary facilities
- 1.10 Identify and describe the function of office equipment (i.e., fax, copier, scanner, and credit card machine)

STANDARD 2.0 APPLY RECORDKEEPING SKILLS

- 2.1 Identify commonly used root words, prefixes, and suffixes for charting purposes
- 2.2 Define medical terms based on their prefixes, roots, and/or suffixes (i.e., ovariohysterectomy: ovario-, -hyster-, -ectomy, etc.)
- 2.3 Use common medical terminology and abbreviations
- 2.4 Identify components of the medical record (i.e., demographic information, lab and image results, history, progress notes, etc.)
- 2.5 Record an accurate history of the patient, and report chief complaints
- 2.6 Demonstrate a progress note using the format of SOAP (subjective, objective, assessment, and plan)
- 2.7 Ensure completeness of the medical record
- 2.8 Maintain integrity and security of the medical record
- 2.9 Retrieve and interpret medical records

STANDARD 3.0 DEMONSTRATE EFFECTIVE COMMUNICATION AND CLIENT RELATIONS

- 3.1 Demonstrate appropriate verbal and nonverbal communication skills matching the tone of the room/situation
- 3.2 Demonstrate appropriate written and electronic communication matching technology to content
- 3.3 Identify and show respect for cultural differences (i.e., religion, euthanasia practices, end-of-life procedures, etc.)
- 3.4 Describe the steps and stages of the grief process

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

- 3.5 Translate medical terminology into client-friendly language
- 3.6 Explain the value of recommended procedures
- 3.7 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.

STANDARD 4.o APPLY LEGAL, ETHICAL, AND PROFESSIONAL PRACTICES

- 4.1 Describe the roles and responsibilities of each member of the veterinary health team in the delivery of excellent care
- 4.2 Distinguish between ethical and unethical conduct in a veterinary practice in accordance with R3-11-501. 1-5, and 9.; ARS 32-2232
- 4.3 Explain the human-animal bond and its implications for veterinary practice
- 4.4 Demonstrate professionalism with respect to client decisions
- 4.5 Demonstrate professional appearance and language in the workplace
- 4.6 Demonstrate use of electronic communication in the workplace (e.g., cell phone, text messaging, social networking, and digital photography)
- 4.7 Explain confidentiality issues, regulations, and requirements related to veterinary medicine
- 4.8 Follow local, state, and federal laws and regulations as they apply to veterinary assistants
- 4.9 Defend the importance of and explain legal implications of the veterinary-client-patient relationship in accordance with AZ Veterinary Medical Examining Board definition of VCPR. ARS 32-2201. 25. a-c

STANDARD 5.o APPLY SANITATION AND SAFETY MEASURES

- 5.1 Explain basic sanitation and disinfection techniques in accordance with AZ Veterinary Medical Examining Board, Administrative Rules R3-11-101. 26.
- 5.2 Inventory commonly used products and supplies for expiration dates, quantity, and availability
- 5.3 Restock supplies (i.e., accepting supplies, shelving supplies, rotating stock, want/need list, etc.)
- 5.4 Identify communicable and zoonotic diseases (e.g., germs from direct or indirect contact with animals, and Vector-Borne or foodborne transmission)
- 5.5 Comply with hazardous labeling requirements according to OSHA
- 5.6 Demonstrate proper hand hygiene according to the CDC (Center for Disease Control)
- 5.7 Demonstrate proper donning, removal, and discarding of personal protective equipment (PPE) according to standard procedure (e.g., gloves, gowns, masks, goggles, shoe covers, bonnets, and face shields)
- 5.8 Explain isolation protocols and procedures (i.e., exam room, treatment area, diagnostic testing, etc.)
- 5.9 Explain procedures for cleaning chemical and biological spills
- 5.10 Explain the content, purpose, and location of Safety Data Sheets (SDSs)
- 5.11 Use fire and chemical safety protocols (e.g., SDS, and the use of fire extinguishers)
- 5.12 Describe evacuation plans used by various facilities
- 5.13 Follow the procedure for reporting unsafe conditions for self and others (e.g., electrical hazards, spillages, puddles on floor, and fractious patients)
- 5.14 Demonstrate proper body mechanics and lifting techniques
- 5.15 Recognize radiation signage
- 5.16 Store, safely handle, and dispose of biological and therapeutic agents and sharps, pesticides, and hazardous waste and material according to OSHA
- 5.17 Explain human bloodborne pathogens protocols
- 5.18 Describe bite case protocol and procedures for staff and patient

STANDARD 6.o APPLY PRINCIPLES OF PHARMACY AND PHARMACOLOGY

- 6.1 Recognize DEA standards involving all controlled and non-controlled substances in accordance with Article 7. 32-2281 Dispensing of drugs and devices; Article 8. Drug Dispensing R3-11-801 thru R3-11-807; R3-11-502 K. Controlled drug log; and 32-1901 Controlled/non-controlled
- 6.2 Compare and contrast types and groups of medications using proper terminology
- 6.3 Differentiate between prescription medications from over-the-counter medications
- 6.4 Demonstrate prescription labeling requirements including expiration dates

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

- 6.5 Reconstitute vaccines and/or medications according to protocol
- 6.6 Describe possible routes of medications and/or vaccine administration (i.e., intranasal, intramuscular, oral, topical, etc.)
- 6.7 Prepare a prescription based on the doctor's orders
- 6.8 Communicate prescription instructions

STANDARD 7.o APPLY ANIMAL BEHAVIORAL ASSESSEMENT AND RESTRAINT TECHNIQUES

- 7.1 Demonstrate kenneling protocols (i.e., placing and removing small animals from upper and lower cages/kennels, safety, comfort, husbandry, aggression, etc.)
- 7.2 Determine appropriate restraint techniques based on behavioral assessment, size, weight, and compromised status (table or floor)
- 7.3 Apply appropriate safety equipment (e.g., safety muzzle, Elizabethan collar, and resistant pole)
- 7.4 Demonstrate canine restraint positions (e.g., standing, sitting, lateral, sternal, and dorsal)
- 7.5 Demonstrate feline handling and restraint techniques
- 7.6 Restrain equine (e.g., halter, tie, and lead horses)
- 7.7 Recognize dog breeds, cat breeds, and common equine breeds (i.e., American Kennel Club (AKC), Cat Fanciers' Association (CFA), etc.)
- 7.8 Identify the gender of small animal species, particularly felines
- 7.9 Differentiate between normal and abnormal animal behavior (i.e., irritability, fear, agnostic aggression, etc.)
- 7.10 Assist in the collection of blood samples by providing appropriate restraint

STANDARD 8.o PERFORM PATIENT CARE

- 8.1 Determine and record temperature, pulse, respiration, mucous membrane color, capillary refill time (CRT), body condition score, and weight of patients (e.g., convert lbs to kg and kg to lbs)
- 8.2 Identify the differences between internal and external expression of the anal gland
- 8.3 Perform exam room grooming (e.g., trimming nails, cleaning external ear canal, sanitary trimming, and therapeutic bathing)
- 8.4 Explain small animal nutritional requirements, pet food labeling standards, dry matter basis calculations, and the differences between pet food products
- 8.5 Apply medication using the eye or ear route
- 8.6 Perform routine recordkeeping and observation of hospitalized patients (e.g., input and output when cleaning and feeding)
- 8.7 Prepare supplies needed for fluid therapy
- 8.8 Administer oral medications, liquid and pills, for canines and felines
- 8.9 Perform IV catheter removal
- 8.10 Perform pressure bandage application and removal
- 8.11 Compare and contrast bandage types and materials used for each (e.g., cast padding, stretch gauze, Telfa™ pad, self-adherent bandage wrap, medical tape, and elastic tape)
- 8.12 Prepare food and prescription diets according to special dietary needs
- 8.13 Provide care and maintenance of medical equipment and supplies (e.g., IV drip counter, water blanket, and bedding)
- 8.14 Explain basic husbandry for birds, rabbits, pocket pets, reptiles, and other exotics
- 8.15 Recognize abnormal patient health status (i.e., seizure, shock, ataxia, dyspnea, etc.)
- 8.16 Recognize and respond appropriately to common veterinary medical emergencies by notifying the appropriate hospital personnel
- 8.17 Explain the process of euthanasia and postmortem care in accordance with ARS Article 3. 32-2240.01 Burial in landfill; Article 8. 32-2291-32-2296 Licensure of Animal Crematories; in accordance with Arizona Veterinary Medical Examining Board Administrative Rules and Procedures Article 10. R3-11-1001 thru 1010 Animal Crematory Minimum Standards, and Standards of Practice, F. R311-502
- 8.18 Demonstrate appropriate procedure for disposal of deceased animals in accordance with Article 8. 32-2291 Disposal of deceased animals; Minimum standards for animal crematories Rules R3-11-1001 thru 1010, and R3-11-701, 5. Defining adequate refrigeration for deceased

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

STANDARD 9.o ASSIST WITH SURGICAL PREPARATION AND PROCEDURES

- 9.1 Prepare surgical equipment and supplies based on surgical procedure and veterinarian preferences
- 9.2 Sterilize instruments and sanitize supplies
- 9.3 Identify different sterilization techniques (i.e., steam, dry heat, gas, cold sterile, etc.)
- 9.4 Operate and maintain autoclaves
- 9.5 Identify common surgical instruments
- 9.6 Identify common suture materials, types, and sizes
- 9.7 Assist the veterinarian and/or veterinary technician with the preparation of patients using aseptic techniques
- 9.8 Assist in positioning surgical patients
- 9.9 Aid the veterinarian and/or veterinary technician with physical monitoring of recovering surgical patients
- 9.10 Maintain the Surgical Log in accordance with R3-11-502 Standards of Practice H. 1 thru 5 Anesthesia Log (separate from controlled drug log)
- 9.11 Maintain proper operating room conduct and asepsis (e.g., PPE, sanitation, movement, and care)
- 9.12 Perform post-surgical cleanup using hazardous waste procedures
- 9.13 Fold and wrap surgical gowns, drapes, and packs

STANDARD 10.o ASSIST WITH LABORATORY PROCEDURES AND PREPARE SPECIMENS

- 10.1 Collect voided urine and fecal samples
- 10.2 Determine physical properties of urine including color and clarity
- 10.3 Prepare supplies for blood draw
- 10.4 Compare and contrast common blood tubes used in veterinary medicine
- 10.5 Collect voided fecal samples for examination
- 10.6 Prepare fecal flotation solutions and set up fecal flotations and direct smears
- 10.7 Describe necropsy procedures
- 10.8 Recognize clinical signs of suspected rabies cases and notify correct personnel
- 10.9 Explain procedures for handling rabies samples safely in accordance with Compendium of Animal Rabies Prevention and Control (Arizona Manual for Rabies Control and Bite Management azdhs.gov. Federal— cdc.gov)
- 10.10 Identify external parasites (e.g., mites, lice, fleas, and ticks)
- 10.11 Assist in the preparation of various specimen staining techniques
- 10.12 Compare and contrast preparation procedures of in-house lab vs reference lab sample submission
- 10.13 Confirm that laboratory results are accurately recorded

STANDARD 11.o REVIEW THE BODY SYSTEMS

- 11.1 Describe the function and structure of the Integumentary System
- 11.2 Describe the function and structure of the Musculoskeletal System
- 11.3 Describe the function and structure of the Circulatory System
- 11.4 Describe the function and structure of the Respiratory System
- 11.5 Describe the function and structure of the Gastrointestinal System
- 11.6 Describe the function and structure of the Urinary System
- 11.7 Describe the function and structure of the Nervous System
- 11.8 Describe the function and structure of the Endocrine System
- 11.9 Describe the function and structure of the Reproductive System
- 11.10 Describe the function and structure of the Sensory System
- 11.11 Describe the function and structure of the Immune System

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

STANDARD 12.0 DESCRIBE IMAGING TECHNIQUES AND SAFETY PRACTICES

- 12.1 Describe procedures to assist in the completion of diagnostic radiographs and ultrasound including preparation, restraint, and positioning of patients
- 12.2 Explain quality control procedures related to radiation protection (i.e., clothing, dosimetry badges, etc.) in accordance with Arizona Radiation Regulatory Agency (ARRA) Article 4. Standards for Protection against Ionizing Radiation R12-1-401 thru 409
- 12.3 Utilize digital radiograph software
- 12.4 Demonstrate proper care of radiography equipment
- 12.5 Differentiate among manual, automatic, and digital radiographic processing
- 12.6 Maintain X-ray Log in accordance with X-ray log, AZ Vet Med Examining Board Administrative Rules R3-11-502, M.

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.