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| **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) |
| 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 |
| 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.) |