

# Instructional Framework

## Veterinary Assisting

01.8301.00

This Instructional Framework identifies, explains, and expands the content of the standards/measurement criteria, and, as well, guides the development of multiple-choice items for the Technical Skills Assessment. This document corresponds with the Technical Standards endorsed on January 22, 2020.



### Domain 1: Communication, Client Relations, and Recordkeeping

#### Instructional Time: 25-35%

##### 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.)

- Appointment type
  - Walk-ins
  - Emergencies
  - Technician vs. doctor
  - Drop-off/Direct admit
- Appointment time needed
- Multiple doctors
- Phone triage
- Reminder calls
- Special instructions

1.2 Prepare appropriate forms and certificates for signature (e.g., rabies, sterilization, and health)

- Sterilization certificate
- Rabies certificate
- Health certificates (international and domestic)
- Medical record release
- Vaccine history
- Against medical advice
- Estimates/Treatment plans
- Anesthesia consent
- Euthanasia/Care of body
- CPR/DNR
- Patient/Client information
- Prescription refill requests
- Specialty paperwork

<p>1.3 Admit a patient (i.e., greet client, determine procedure, provide cost or estimate, use laymen or medical terminology as appropriate, etc.)</p>	<ul style="list-style-type: none"> <li>● Proper forms</li> <li>● Estimates/Treatment plan</li> <li>● Patient identification (collars/cage cards)</li> <li>● Patient placement</li> <li>● Weight</li> </ul>
<p>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.)</p>	<ul style="list-style-type: none"> <li>● Proper forms</li> <li>● Client education/Discharge instructions</li> <li>● Review medications</li> <li>● Scheduling</li> </ul>
<p>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</p>	<ul style="list-style-type: none"> <li>● Chart creation/Yearly update</li> <li>● Patient/client verification</li> <li>● Proper filing method (alphabetical/client ID)</li> <li>● Electronic patient records</li> <li>● Record purging/Legal requirements</li> <li>● Chart review prior to re-filing/saving</li> <li>● Record ownership</li> <li>● Initialing, dating, and correcting</li> </ul>
<p>1.6 Use practice management software to maintain electronic health records for accuracy and security</p>	<ul style="list-style-type: none"> <li>● Input patient information</li> <li>● Medical record charting</li> <li>● Electronic vs. handwritten forms</li> <li>● Electronic Medical Record (EMR) Software (Cornerstone, AVI mark, Impromed etc.)</li> </ul>
<p>1.7 Follow office procedures for invoicing, billing, payment on account, and processing travel sheets</p>	<ul style="list-style-type: none"> <li>● Invoice (circle sheets)</li> <li>● Billing</li> <li>● Payments (types and split payments)</li> <li>● Deposits prior to treatment</li> <li>● Cash out/Make change procedures</li> </ul>
<p>1.8 Answer, prioritize, and accurately document phone calls</p>	<ul style="list-style-type: none"> <li>● Phone skills</li> <li>● Answering script</li> <li>● Hold policy</li> <li>● Recognizing emergency situations</li> <li>● Delegating call to an appropriate staff member</li> </ul>
<p>1.9 Request records and information from other veterinary facilities</p>	<ul style="list-style-type: none"> <li>● Recognize hospital procedures</li> <li>● Confidentiality</li> </ul>

	<ul style="list-style-type: none"> <li>• Legal policies</li> <li>• Timeline</li> <li>• Professional courtesy</li> <li>• Emergency clinic forms</li> </ul>
1.10 Identify and describe the function of office equipment (i.e., fax, copier, scanner, and credit card machine, etc.)	<ul style="list-style-type: none"> <li>• Fax</li> <li>• Copier</li> <li>• Scanner</li> <li>• Credit card machine</li> <li>• Mailing documents</li> <li>• Computer</li> </ul>
<b>STANDARD 2.0 APPLY RECORDKEEPING SKILLS</b>	
2.1 Identify commonly used root words, prefixes, and suffixes for charting purposes	<ul style="list-style-type: none"> <li>• Define parts</li> <li>• Anatomical relation</li> <li>• Procedural relation</li> </ul>
2.2 Define medical terms based on their prefixes, roots, and/or suffixes (i.e., ovariectomy: ovario-, -hyster-, -ectomy, etc.)	<ul style="list-style-type: none"> <li>• Recognize</li> <li>• Define</li> <li>• Breakdown</li> <li>• Combine words</li> </ul>
2.3 Use common medical terminology and abbreviations	<ul style="list-style-type: none"> <li>• Written</li> <li>• Verbal</li> </ul>
2.4 Identify components of the medical record (i.e., demographic information, lab and image results, history, progress notes, etc.)	<ul style="list-style-type: none"> <li>• Entering complaint</li> <li>• Signalment</li> <li>• Subjective</li> <li>• Objective</li> <li>• Assessment</li> <li>• Plan</li> <li>• Various reports (Lab, Radiology, RX)</li> <li>• Medical documents (Tx sheet, Sx record, master problem list)</li> </ul>
2.5 Record an accurate history of the patient, and report chief complaints	<ul style="list-style-type: none"> <li>• Entering complaint</li> <li>• Signalment</li> <li>• Subjective</li> <li>• Spell check</li> </ul>

<p>2.6 Demonstrate a progress note using the format of SOAP (subjective, objective, assessment, and plan)</p>	<ul style="list-style-type: none"> <li>● Entering complaint</li> <li>● Signalment</li> <li>● Subjective</li> <li>● Objective</li> <li>● Assessment</li> <li>● Plan</li> <li>● Various reports (Lab, Radiology, RX)</li> <li>● Medical documents (Tx sheet, Sx record, master problem list)</li> </ul>
<p>2.7 Ensure completeness of the medical record</p>	<ul style="list-style-type: none"> <li>● Entering complaint</li> <li>● SOAP</li> <li>● Discharges</li> <li>● Additional appointments</li> <li>● Client communications</li> <li>● Record organization</li> </ul>
<p>2.8 Maintain integrity and security of the medical record</p>	<ul style="list-style-type: none"> <li>● Confidentiality</li> <li>● VCPR</li> <li>● Legal ownership</li> </ul>
<p>2.9 Retrieve and interpret medical records</p>	<ul style="list-style-type: none"> <li>● Recognize hospital procedures</li> <li>● Confidentiality</li> <li>● Legal policies</li> <li>● Timeline (securing and sending records within a reasonable time)</li> </ul>
<p><b>STANDARD 3.0 DEMONSTRATE EFFECTIVE COMMUNICATION AND CLIENT RELATIONS</b></p>	
<p>3.1 Demonstrate appropriate verbal and nonverbal communication skills matching the tone of the room/situation</p>	<ul style="list-style-type: none"> <li>● Listening skills</li> <li>● Eye contact</li> <li>● Professional response</li> <li>● Body language/Facial expressions</li> <li>● Tone of voice</li> </ul>
<p>3.2 Demonstrate appropriate written and electronic communication matching technology to content</p>	<ul style="list-style-type: none"> <li>● Email etiquette</li> <li>● Proper grammar/Spelling</li> <li>● Texting</li> <li>● Social media</li> </ul>

<p>3.3 Identify and show respect for cultural differences (i.e., religion, euthanasia practices, end-of-life procedures, etc.)</p>	<ul style="list-style-type: none"> <li>● Cultural beliefs (compassion)</li> <li>● Generational differences</li> <li>● Courtesy</li> <li>● Tact</li> <li>● Separating morals vs. ethics</li> </ul>
<p>3.4 Describe the steps and stages of the grief process</p>	<ul style="list-style-type: none"> <li>● Empathy</li> <li>● Sympathy</li> <li>● Client comforts</li> <li>● Five Stages of Grief</li> <li>● Compassion fatigue vs. burnout</li> </ul>
<p>3.5 Translate medical terminology into client-friendly language</p>	<ul style="list-style-type: none"> <li>● Recognize</li> <li>● Define</li> </ul>
<p>3.6 Explain the value of recommended procedures</p>	<ul style="list-style-type: none"> <li>● Client education</li> <li>● Business costs</li> <li>● Client financial burden</li> <li>● Preventative vs. general health vs. emergency</li> </ul>
<p>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.</p>	<ul style="list-style-type: none"> <li>● Forms</li> <li>● Legal</li> <li>● Policies</li> <li>● Timeframe</li> <li>● VCPR</li> </ul>
<p><b>STANDARD 4.0 APPLY LEGAL, ETHICAL, AND PROFESSIONAL PRACTICES</b></p>	
<p>4.1 Describe the roles and responsibilities of each member of the veterinary health team in the delivery of excellent care</p>	<ul style="list-style-type: none"> <li>● Job duties</li> <li>● DVM</li> <li>● CVT/LVT/RVT</li> <li>● Veterinary Assistant</li> <li>● Kennel Assistant</li> <li>● Practice Manager/Hospital Administrator</li> <li>● Non-traditional pathways</li> <li>● Legally prohibited skills for anyone other than a DVM (Diagnosis, Surgery, Prescribing)</li> <li>● State to state differences between CVT and Assistant (credentialed vs. non-credentialed)</li> </ul>

<p>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</p>	<ul style="list-style-type: none"> <li>● Morals</li> <li>● Ethics</li> <li>● Malpractice</li> <li>● Professional negligence</li> <li>● Gross incompetence</li> <li>● Neglect</li> <li>● Slander</li> <li>● Animal abuse (including mandatory reporting)</li> <li>● Animal advocates</li> <li>● Misrepresentation</li> </ul>
<p>4.3 Explain the human-animal bond and its implications for veterinary practice</p>	<ul style="list-style-type: none"> <li>● Define human-animal bond</li> <li>● Recognize the importance and role of human-animal bond</li> <li>● Animal behavior</li> </ul>
<p>4.4 Demonstrate professionalism with respect to client decisions</p>	<ul style="list-style-type: none"> <li>● Cultural beliefs (compassion)</li> <li>● Generational differences</li> <li>● Courtesy</li> <li>● Tact</li> <li>● Separating morals vs. ethics</li> <li>● Empathy</li> </ul>
<p>4.5 Demonstrate professional appearance and language in the workplace</p>	<ul style="list-style-type: none"> <li>● Clean uniforms</li> <li>● Proper shoes</li> <li>● Personal hygiene</li> <li>● Proper language</li> <li>● Jewelry (facial), tattoos, hair color</li> <li>● Nails (length and shape)</li> </ul>
<p>4.6 Demonstrate use of electronic communication in the workplace (e.g., cell phone, text messaging, social networking, and digital photography)</p>	<ul style="list-style-type: none"> <li>● Email etiquette</li> <li>● Proper grammar/spelling</li> <li>● Cell phone</li> <li>● Texting</li> <li>● Social media</li> <li>● Digital photography</li> <li>● Individual hospital policy</li> <li>● Confidentiality</li> </ul>
<p>4.7 Explain confidentiality issues, regulations, and requirements related to veterinary medicine</p>	<ul style="list-style-type: none"> <li>● Client information</li> <li>● Hospital policies</li> </ul>

	<ul style="list-style-type: none"> <li>• State laws</li> <li>• Verbal vs. electronic</li> <li>• Conflict of interest/Personal relationships</li> </ul>
4.8 Follow local, state, and federal laws and regulations as they apply to veterinary assistants	<ul style="list-style-type: none"> <li>• Federal laws</li> <li>• State laws</li> <li>• Hospital policies</li> <li>• Arizona Veterinary Medical Examining Board</li> <li>• Specialty agencies</li> </ul>
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	<ul style="list-style-type: none"> <li>• VCPR</li> </ul>

## Domain 2: Patient and Staff Safety

**Instructional Time: 25-35%**

### STANDARD 5.0 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.	<ul style="list-style-type: none"> <li>• OSHA</li> <li>• Infection control</li> <li>• Disinfection vs. sterilization vs. sanitation</li> <li>• Clinic policy</li> <li>• Hand hygiene</li> <li>• Contact time/Spectrum of activity</li> <li>• PPE protocols (Application and removal of PPE's)</li> <li>• Isolation vs. general protocols</li> <li>• SDS</li> </ul>
5.2 Inventory commonly used products and supplies for expiration dates, quantity, and availability	<ul style="list-style-type: none"> <li>• Serial numbers</li> <li>• Expiration dates</li> <li>• Storage</li> <li>• Proper disposal (controlled vs. non-controlled)</li> <li>• Controlled substances log</li> <li>• Controlled substance forms</li> <li>• OTC</li> <li>• Supply costs - Supply/Demand</li> </ul>

<p>5.3 Restock supplies (i.e., accepting supplies, shelving supplies, rotating stock, want/need list, etc.)</p>	<ul style="list-style-type: none"> <li>● Receiving deliveries, packing slips</li> <li>● Rotating stock</li> <li>● Want/Wish list</li> <li>● Clinic policy</li> </ul>
<p>5.4 Identify communicable and zoonotic diseases (e.g., germs from direct or indirect contact with animals, and vector borne or foodborne transmission)</p>	<ul style="list-style-type: none"> <li>● Zoonoses</li> <li>● Common canine/Feline contagious diseases <ul style="list-style-type: none"> <li>○ Germs</li> <li>○ Direct/Indirect</li> <li>○ Vector borne</li> <li>○ Foodborne transmission</li> </ul> </li> <li>● Infection control procedures</li> <li>● Cleaning/Disinfecting</li> <li>● PPE/Personal hygiene</li> </ul>
<p>5.5 Comply with hazardous labeling requirements according to OSHA</p>	<ul style="list-style-type: none"> <li>● OSHA requirements</li> <li>● Hazardous labeling pictograms</li> <li>● Secondary label requirements</li> <li>● SDS</li> </ul>
<p>5.6 Demonstrate proper hand hygiene according to the CDC (Center for Disease Control)</p>	<ul style="list-style-type: none"> <li>● Hand hygiene</li> <li>● PPEs</li> </ul>
<p>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)</p>	<ul style="list-style-type: none"> <li>● Gloves – sterile vs. exam/nonsterile</li> <li>● Isolation, surgery, dental, x-ray, biohazard PPEs</li> <li>● Application and removal of PPE to prevent contamination</li> <li>● Disposal of PPE</li> </ul>
<p>5.8 Explain isolation protocols and procedures (i.e., exam room, treatment area, diagnostic testing, etc.)</p>	<ul style="list-style-type: none"> <li>● Common small animal diseases requiring patient isolation</li> <li>● Isolation room requirements</li> <li>● PPEs</li> <li>● Facility policy</li> </ul>
<p>5.9 Explain procedures for cleaning chemical and biological spills</p>	<ul style="list-style-type: none"> <li>● OSHA requirements</li> <li>● SDSs and location of SDS book, reading, interpreting</li> <li>● Common chemicals used/seen in most veterinary hospitals</li> <li>● Dangers of frequently used chemicals/drugs/agents</li> <li>● Spill kit location and components</li> </ul>



5.10 Explain the content, purpose, and location of Safety Data Sheets (SDSs)	<ul style="list-style-type: none"> <li>● SDS interpretation, access, maintenance</li> </ul>
5.11 Use fire and chemical safety protocols (e.g., SDS, and the use of fire extinguishers)	<ul style="list-style-type: none"> <li>● Legal requirements</li> <li>● Fire extinguisher location/use/maintenance</li> <li>● Emergency shower and eyewash locations</li> <li>● SDS book and location</li> </ul>
5.12 Describe evacuation plans used by various facilities	<ul style="list-style-type: none"> <li>● Posted evacuation plans</li> <li>● Facility policy</li> <li>● Ensure human safety FIRST</li> <li>● Animal evacuation</li> </ul>
5.13 Follow the procedure for reporting unsafe conditions for self and others (e.g., electrical hazards, spillages, puddles on floor, and fractious patients)	<ul style="list-style-type: none"> <li>● Recognizing unsafe conditions <ul style="list-style-type: none"> <li>○ Electrical hazard</li> <li>○ Spillages</li> <li>○ Puddles on floor</li> <li>○ Fractious patients</li> </ul> </li> <li>● Facility policy for reporting</li> <li>● Reporting to OSHA</li> </ul>
5.14 Demonstrate proper body mechanics and lifting techniques	<ul style="list-style-type: none"> <li>● 40 lb. rule, get help</li> <li>● Lifting with legs, not back</li> </ul>
5.15 Recognize radiation signage	<ul style="list-style-type: none"> <li>● Legal requirements</li> </ul>
5.16 Store, safely handle, and dispose of biological and therapeutic agents and sharps, pesticides, and hazardous waste and material according to OSHA	<ul style="list-style-type: none"> <li>● OSHA hazardous materials disposal requirements</li> <li>● Biohazard/Sharps</li> <li>● Biologics</li> <li>● State requirements of disposal of animal biologics</li> <li>● Suspected zoonoses disposal and handling of samples</li> </ul>
5.17 Explain human bloodborne pathogens protocols	<ul style="list-style-type: none"> <li>● PPE</li> <li>● Precautions of administering first-aid</li> </ul>
5.18 Describe bite case protocol and procedures for staff and patient	<ul style="list-style-type: none"> <li>● Incident reports (internal vs. external)</li> <li>● Rabies quarantine</li> <li>● City/County ordinance</li> </ul>

**STANDARD 7.0 APPLY ANIMAL BEHAVIORAL ASSESSMENT 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.)	<ul style="list-style-type: none"><li>● Body mechanics</li><li>● Restraint equipment</li><li>● Recognizing animal body language</li><li>● Canine vs. feline</li><li>● Assess the patient's emotional state and adjust handling accordingly</li></ul>
7.2 Determine appropriate restraint techniques based on behavioral assessment, size, weight, and compromised status (table or floor)	<ul style="list-style-type: none"><li>● Body mechanics</li><li>● Restraint equipment</li><li>● Recognizing animal body language</li><li>● Canine vs. feline</li><li>● Assess the patient's emotional state and adjust handling accordingly</li></ul>
7.3 Apply appropriate safety equipment (e.g., safety muzzle, Elizabethan collar, and resistant pole)	<ul style="list-style-type: none"><li>● Types of and applying muzzles (safety muzzle)<ul style="list-style-type: none"><li>○ Nylon dog</li><li>○ Nylon cat</li><li>○ Plastic cat</li><li>○ Brachycephalic</li><li>○ Gauze</li><li>○ Leash</li></ul></li><li>● Recognize contraindications for types of muzzles</li><li>● Elizabethan collar</li><li>● Resistant pole (rabies pole)</li><li>● Specialty restraint equipment</li></ul>
7.4 Demonstrate canine restraint positions (e.g., standing, sitting, lateral, sternal, and dorsal)	<ul style="list-style-type: none"><li>● Standing</li><li>● Sitting</li><li>● Lateral</li><li>● Sternal</li><li>● Dorsal</li><li>● Environmental/Client influences</li></ul>
7.5 Demonstrate feline handling and restraint techniques	<ul style="list-style-type: none"><li>● Sitting</li><li>● Lateral vs. stretch</li><li>● Sternal</li><li>● Dorsal</li><li>● Kitty burrito</li></ul>

	<ul style="list-style-type: none"> <li>● Scruff</li> <li>● Environmental/Client influences</li> </ul>
7.6 Restrain equine (e.g., halter, tie, and lead horses)	<ul style="list-style-type: none"> <li>● Restraint and low stress handling tools/equipment for equine <ul style="list-style-type: none"> <li>○ Halter and lead rope (lead horses)</li> <li>○ Chain lead application</li> <li>○ Tie</li> <li>○ Twitch (lip vs. shoulder roll)</li> </ul> </li> <li>● Flight zones</li> <li>● Assistant on the same side as DVM</li> </ul>
7.7 Recognize dog breeds, cat breeds, and common equine breeds (i.e., American Kennel Club (AKC), Cat Fanciers' Association (CFA), etc.)	<ul style="list-style-type: none"> <li>● AKC dog</li> <li>● CFA cat</li> <li>● Equine breeds</li> </ul>
7.8 Identify the gender of small animal species, particularly felines	<ul style="list-style-type: none"> <li>● Anogenital distance</li> <li>● Species with apparent vs. hidden anatomy</li> </ul>
7.9 Differentiate between normal and abnormal animal behavior (i.e., irritability, fear, agnostic aggression, etc.)	<ul style="list-style-type: none"> <li>● Animal body language</li> <li>● Types of aggression</li> <li>● Adapt restraint/handling</li> </ul>
7.10 Assist in the collection of blood samples by providing appropriate restraint	<ul style="list-style-type: none"> <li>● Cephalic</li> <li>● Saphenous (medial vs. lateral)</li> <li>● Jugular</li> <li>● Individualized restraint</li> </ul>
<b>STANDARD 12.0 DESCRIBE IMAGING TECHNIQUES AND SAFETY PRACTICES</b>	
12.1 Describe procedures to assist in the completion of diagnostic radiographs and ultrasound including preparation, restraint, and positioning of patients	<ul style="list-style-type: none"> <li>● Radiology restraints</li> <li>● State legalities for staff performing radiographs</li> <li>● Ultrasound restraint positions</li> <li>● Positioning aids (sandbags, trough, etc.)</li> <li>● Inhalation/Exhalation</li> <li>● Sedation</li> <li>● Serial radiographs (metastatic, barium series, etc.)</li> </ul>
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	<ul style="list-style-type: none"> <li>● Semi-annual RadPPE Integrity</li> <li>● Dosimetry badges- use, maintenance, storage, and control badge</li> <li>● Light field alignment/collimation</li> </ul>

	<ul style="list-style-type: none"> <li>● Dark room quality</li> </ul>
12.3 Utilize digital radiograph software	<ul style="list-style-type: none"> <li>● Software operation</li> <li>● Patient positioning</li> <li>● Methods of filing (alphabetical/client ID)</li> <li>● Labeling requirements (physical film vs. film storage)</li> <li>● Record retention</li> <li>● Radiology log</li> </ul>
12.4 Demonstrate proper care of radiography equipment	<ul style="list-style-type: none"> <li>● Semi-annual RadPPE Integrity</li> <li>● Annual quality control- checking machine for scatter</li> </ul>
12.5 Differentiate among manual, automatic, and digital radiographic processing	<ul style="list-style-type: none"> <li>● Compare and contrast manual, automatic, and digital</li> </ul>
12.6 Maintain X-ray Log in accordance with X-ray log, AZ Vet Med Examining Board Administrative Rules R3-11-502, M.	<ul style="list-style-type: none"> <li>● Computerized vs paper log</li> <li>● Az Radiation Board legal requirements for Xray Log</li> </ul>

### Domain 3: Diagnostic Procedures and Treatment Skills

Instructional Time: 25-35%

#### STANDARD 6.0 APPLY PRINCIPLE 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	<ul style="list-style-type: none"> <li>● Drug schedules</li> <li>● Drug log (intake, usage, disposal)</li> <li>● Inventory</li> <li>● DEA requirements/forms</li> <li>● Handling/Filling procedures</li> <li>● Client/Staff drug abuse</li> </ul>
6.2 Compare and contrast types and groups of drugs using proper terminology	<ul style="list-style-type: none"> <li>● Generic vs. name brand</li> <li>● Over the counter, prescribed, and controlled</li> <li>● Medication groups (i.e., sedatives, antibiotics, pain medications, etc.)</li> <li>● Concentrations</li> <li>● Suspensions, tablets, capsules, liquid, injectable</li> </ul>
6.3 Differentiate between prescription drugs from over-the-counter drugs	<ul style="list-style-type: none"> <li>● Supplements</li> <li>● Prescription diets</li> <li>● Nutraceuticals</li> </ul>

	<ul style="list-style-type: none"> <li>• Doctor approved prescriptions</li> </ul>
6.4 Demonstrate prescription labeling requirements including expiration dates	<ul style="list-style-type: none"> <li>• Label requirements</li> <li>• Facility requirements</li> </ul>
6.5 Reconstitute vaccines and/or medications according to protocol	<ul style="list-style-type: none"> <li>• Vaccination schedules for young, adult, and geriatric canine and feline patients</li> <li>• Core vs. non-core</li> <li>• Storage and handling procedures</li> <li>• Individual facility protocol</li> </ul>
6.6 Describe possible routes of drug and/or vaccine administration (i.e., intranasal, intramuscular, oral, topical, etc.)	<ul style="list-style-type: none"> <li>• IV, IM, SQ, PO absorption, uses and contraindications</li> <li>• Medication forms (tablet, capsule, liquid, injectable, etc.)</li> </ul>
6.7 Prepare a prescription based on the doctor's orders	<ul style="list-style-type: none"> <li>• Medication abbreviations</li> <li>• Labeling requirements</li> <li>• Documentations/Initialing</li> <li>• In-house refills vs. pharmacy refills</li> </ul>
6.8 Communicate prescription instructions	<ul style="list-style-type: none"> <li>• Client education <ul style="list-style-type: none"> <li>◦ Contraindications</li> </ul> </li> <li>• Side effects</li> </ul>
<b>STANDARD 8.0 PERFORM PATIENT CARE</b>	
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)	<ul style="list-style-type: none"> <li>• Determine vitals using clock/watch with a second hand</li> <li>• Wt. TPR, MM, CRT</li> <li>• BCS: scales, 5 or 9</li> <li>• Normal vs. abnormal values</li> <li>• Convert lbs to kg, kg to lbs, and oz to lbs</li> </ul>
8.2 Express anal glands using the external method	<ul style="list-style-type: none"> <li>• Normal anal sac structure/location</li> <li>• PPE, supplies</li> <li>• Anal gland expression procedure</li> <li>• Cleaning</li> <li>• Purpose</li> <li>• Internal vs. external method</li> </ul>
8.3 Perform exam room grooming (e.g., trimming nails, cleaning external ear canal, sanitary trimming, and therapeutic bathing)	<ul style="list-style-type: none"> <li>• Recognizing equipment for exam room grooming (clippers, nail trimmers, etc.)</li> <li>• Sanitary trimming</li> </ul>

	<ul style="list-style-type: none"> <li>● Trimming nails</li> <li>● Cleaning external ear canal</li> <li>● Therapeutic bathing (medicated vs. unmedicated)</li> </ul>
8.4 Explain small animal nutritional requirements, pet food labeling standards, dry matter basis calculations, and the differences between pet food products	<ul style="list-style-type: none"> <li>● AAFCO <ul style="list-style-type: none"> <li>○ Dry food vs. wet food</li> </ul> </li> <li>● Labeling requirements</li> <li>● Dry matter calculations</li> <li>● General species requirements (i.e., cats are obligate carnivores, need taurine)</li> <li>● Kcal requirements</li> </ul>
8.5 Apply medication using the eye or ear route	<ul style="list-style-type: none"> <li>● Assess restraint if needed</li> <li>● Administer medication</li> <li>● Medical abbreviations</li> </ul>
8.6 Perform routine recordkeeping and observation of hospitalized patients (e.g., input and output when cleaning and feeding)	<ul style="list-style-type: none"> <li>● Facility policy</li> <li>● Assessment of patient at regular intervals</li> <li>● Recording assessment in progress notes</li> <li>● Vitals</li> <li>● Input and output when cleaning and feeding</li> <li>● Treatment sheet (according to facility policy)</li> </ul>
8.7 Prepare supplies needed for fluid therapy	<ul style="list-style-type: none"> <li>● Facility policy</li> <li>● Assessment of patient at regular intervals</li> <li>● Recording assessment in progress notes</li> <li>● Vitals</li> <li>● Input and output when cleaning and feeding</li> <li>● Treatment sheet (according to facility policy)</li> </ul>
8.8 Administer oral medications, liquid and pills, for canines and felines	<ul style="list-style-type: none"> <li>● Syringe vs dropper</li> <li>● Verification of medication dose</li> <li>● Patient and staff safety</li> <li>● Restraints</li> <li>● Specialty medication administration (i.e., activated charcoal, barium, etc.)</li> <li>● Explain possible hazards</li> </ul>
8.9 Perform IV catheter removal	<ul style="list-style-type: none"> <li>● Remove IV catheter</li> <li>● Place superficial pressure bandage</li> </ul>

	<ul style="list-style-type: none"> <li>● Remove superficial bandage</li> </ul>
8.10 Perform pressure bandage application and removal	<ul style="list-style-type: none"> <li>● Place superficial pressure bandage</li> <li>● Remove superficial bandage</li> <li>● When to apply/Application requirements</li> </ul>
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)	<ul style="list-style-type: none"> <li>● Bandage types/Layers of bandaging</li> <li>● Indications for various bandage types</li> <li>● Identify bandage materials <ul style="list-style-type: none"> <li>○ Bandaging hazards</li> <li>○ Cast padding</li> <li>○ Stretch gauze</li> <li>○ Telfa™ pad</li> <li>○ Self-adherent bandage wrap</li> <li>○ Medical tape</li> <li>○ Elastic tape</li> </ul> </li> </ul>
8.12 Prepare food and prescription diets according to special dietary needs	<ul style="list-style-type: none"> <li>● Verify patient diet</li> <li>● Measure food quantities</li> <li>● Recognize OTC vs. RX diets</li> <li>● Documentation</li> <li>● Calculate kcal requirements</li> </ul>
8.13 Provide care and maintenance of medical equipment and supplies (e.g., IV drip counter, water blanket, and bedding)	<ul style="list-style-type: none"> <li>● Required maintenance of veterinary equipment- quality control</li> <li>● Routine cleaning of veterinary equipment (i.e., otoscope, IV drip counter, water blanket, stethoscope, etc.)</li> <li>● Frequent monitoring of patient bedding</li> </ul>
8.14 Explain basic husbandry for birds, rabbits, pocket pets, reptiles, and other exotics	<ul style="list-style-type: none"> <li>● Husbandry of avian, pocket pets, rabbits, reptiles</li> </ul>
8.15 Recognize abnormal patient health status (i.e., seizure, shock, ataxia, dyspnea, etc.)	<ul style="list-style-type: none"> <li>● Vital abnormalities</li> <li>● Recognize physical symptoms of medical emergencies</li> </ul>
8.16 Recognize and respond appropriately to common veterinary medical emergencies by notifying the appropriate hospital personnel	<ul style="list-style-type: none"> <li>● Common medical emergencies <ul style="list-style-type: none"> <li>○ Sever bleeding</li> <li>○ Choking</li> <li>○ Bleeding from extremities</li> <li>○ Inability to urinate or pass feces</li> <li>○ Injuries to eyes</li> <li>○ Poison</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Seizures</li> <li>○ Severe lameness</li> </ul>
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	<ul style="list-style-type: none"> <li>● Minimal pain and distress to animal</li> <li>● Postmortem care <ul style="list-style-type: none"> <li>○ Cause of death</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>● Burial vs. cremation</li> </ul>
<b>STANDARD 9.0 ASSIST WITH SURGICAL PREPARATION AND PROCEDURES</b>	
9.1 Prepare surgical equipment and supplies based on surgical procedure and veterinarian preferences	<ul style="list-style-type: none"> <li>● Prepare anesthesia machine, monitors and fluid pump</li> <li>● Surgery supplies (gown, pack, suture, etc.)</li> <li>● Room set-up</li> <li>● Emergency equipment</li> <li>● Oxygen</li> <li>● Scavenger</li> </ul>
9.2 Sterilize instruments and sanitize supplies	<ul style="list-style-type: none"> <li>● Steam, gas, cold sterilization</li> <li>● PSI, temperature, and time</li> <li>● Methods and supplies</li> <li>● Verification of sterilization</li> </ul>
9.3 Identify different sterilization techniques (i.e., steam, dry heat, gas, cold sterile, etc.)	<ul style="list-style-type: none"> <li>● Steam, gas, cold sterilization, dry heat</li> </ul>
9.4 Operate and maintain autoclaves	<ul style="list-style-type: none"> <li>● Weekly and monthly maintenance</li> <li>● Function and settings</li> <li>● Safety</li> </ul>
9.5 Identify common surgical instruments	<ul style="list-style-type: none"> <li>● Common uses and procedures</li> <li>● Instrument care</li> </ul>
9.6 Identify common suture materials, types, and sizes	<ul style="list-style-type: none"> <li>● Absorbable, non-absorbable, braided, monofilament, sizes, taper needle, cutting needle, and reverse cutting needle</li> </ul>



9.7 Assist the veterinarian and/or veterinary technician with the preparation of patients using aseptic techniques	<ul style="list-style-type: none"> <li>● Surgical scrub techniques</li> <li>● Surgical clipping according to procedure</li> <li>● Aseptic patient transfer</li> </ul>
9.8 Assist in positioning surgical patients	<ul style="list-style-type: none"> <li>● Assess positioning and tie down based on the surgical procedure</li> </ul>
9.9 Aid the veterinarian and/or veterinary technician with physical monitoring of recovering surgical patients	<ul style="list-style-type: none"> <li>● Normal vs. abnormal recovery</li> <li>● Vitals</li> <li>● Monitoring equipment</li> <li>● Staff safety</li> <li>● Signs of pain/Patient advocacy</li> </ul>
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)	<ul style="list-style-type: none"> <li>● Legal requirements</li> <li>● Paper vs. computerized</li> </ul>
9.11 Maintain proper operating room conduct and asepsis (e.g., PPE, sanitation, movement, and care)	<ul style="list-style-type: none"> <li>● Proper movement in, out, and around surgery room</li> <li>● PPE</li> <li>● Sanitation</li> <li>● Care</li> </ul>
9.12 Perform post-surgical cleanup using hazardous waste procedures	<ul style="list-style-type: none"> <li>● Proper disposal of biohazard material</li> <li>● Proper disinfection protocol</li> <li>● Anesthesia machine maintenance (soda lime, anesthetic gas level, oxygen)</li> </ul>
9.13 Fold and wrap surgical gowns, drapes, and packs	<ul style="list-style-type: none"> <li>● Fold gowns and drapes to maintain sterility</li> <li>● Wrap individual instruments</li> <li>● Verification of sterilization</li> <li>● Proper labeling</li> </ul>
<b>STANDARD 10.0 ASSIST WITH LABORATORY PROCEDURES AND PREPARE SPECIMENS</b>	
10.1 Collect voided urine and fecal samples	<ul style="list-style-type: none"> <li>● Storage</li> <li>● Refrigeration</li> <li>● Fecal score</li> <li>● Collection techniques (mid-stream, cysto, cath, fecal loop)</li> <li>● PPE</li> <li>● Patient labeling</li> </ul>

10.2 Determine physical properties of urine including color and clarity	<ul style="list-style-type: none"> <li>• Urine color, clarity, turbidity</li> </ul>
10.3 Prepare supplies for blood draw	<ul style="list-style-type: none"> <li>• Appropriate needle and syringe size</li> <li>• Appropriate collection container (tube)</li> <li>• Pressure bandage material (as needed)</li> </ul>
10.4 Compare and contrast common blood tubes used in veterinary medicine	<ul style="list-style-type: none"> <li>• Additives in blood tubes</li> <li>• Common tests requiring special additives</li> <li>• Tube fill order</li> <li>• Specialty instructions</li> <li>• Labeling</li> </ul>
10.5 Collect voided fecal samples for examination	<ul style="list-style-type: none"> <li>• Fecal score</li> <li>• Storage</li> <li>• PPE</li> <li>• Labeling</li> </ul>
10.6 Prepare fecal flotation solutions and set up fecal flotations and direct smears	<ul style="list-style-type: none"> <li>• Supplies/Equipment</li> <li>• Steps</li> <li>• PPE</li> </ul>
10.7 Describe necropsy procedures	<ul style="list-style-type: none"> <li>• Sample preparation/packaging</li> <li>• Sample submission</li> <li>• Body after-care</li> </ul>
10.8 Recognize clinical signs of suspected rabies cases and notify correct personnel	<ul style="list-style-type: none"> <li>• Signs and symptoms</li> <li>• City and county ordinance</li> </ul>
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 <a href="http://azdhs.gov">azdhs.gov</a> . Federal— <a href="http://cdc.gov">cdc.gov</a> )	<ul style="list-style-type: none"> <li>• PPE</li> <li>• Sample preparation and packaging</li> <li>• Quarantine protocols</li> <li>• Proper forms</li> <li>• Care of body</li> <li>• Personal exposure/Rabies vaccinations</li> </ul>
10.10 Identify external parasites (e.g., mites, lice, fleas, and ticks)	<ul style="list-style-type: none"> <li>• Mites</li> <li>• Lice</li> <li>• Fleas</li> <li>• Ticks</li> </ul>

10.11 Assist in the preparation of various specimen staining techniques	<ul style="list-style-type: none"> <li>• Diff-Quick</li> <li>• Gram Stain</li> <li>• Urine Sedi-stain</li> </ul>
10.12 Compare and contrast preparation procedures of in-house lab vs reference lab sample submission	<ul style="list-style-type: none"> <li>• Sample storage</li> <li>• Sample preparation (submission forms etc.)</li> <li>• Common in house vs. reference lab tests</li> <li>• Specialty testing</li> </ul>
10.13 Confirm that laboratory results are accurately recorded	<ul style="list-style-type: none"> <li>• Verification process</li> </ul>
10.14 Maintain Laboratory Log	<ul style="list-style-type: none"> <li>• Computerized vs. paper log</li> <li>• Facility policy</li> </ul>

## Domain 4: Body Systems

**Instructional Time: 5 -10%**

### STANDARD 11.0 REVIEW THE BODY SYSTEMS

11.1 Describe the function and structure of the Integumentary System	<ul style="list-style-type: none"> <li>• Structures</li> <li>• Functions</li> <li>• Common diseases</li> </ul>
11.2 Describe the function and structure of the Musculoskeletal System	<ul style="list-style-type: none"> <li>• Structures</li> <li>• Functions</li> <li>• Common diseases</li> </ul>
11.3 Describe the function and structure of the Circulatory System	<ul style="list-style-type: none"> <li>• Structures</li> <li>• Functions</li> <li>• Common diseases</li> </ul>
11.4 Describe the function and structure of the Respiratory System	<ul style="list-style-type: none"> <li>• Structures</li> <li>• Functions</li> <li>• Common diseases</li> </ul>
11.5 Describe the function and structure of the Gastrointestinal System	<ul style="list-style-type: none"> <li>• Structures</li> <li>• Functions</li> <li>• Common diseases</li> </ul>

11.6 Describe the function and structure of the Urinary System	<ul style="list-style-type: none"> <li>● Structures</li> <li>● Functions</li> <li>● Common diseases</li> </ul>
11.7 Describe the function and structure of the Nervous System	<ul style="list-style-type: none"> <li>● Structures</li> <li>● Functions</li> <li>● Common diseases</li> </ul>
11.8 Describe the function and structure of the Endocrine System	<ul style="list-style-type: none"> <li>● Structures</li> <li>● Functions</li> <li>● Common diseases</li> </ul>
11.9 Describe the function and structure of the Reproductive System	<ul style="list-style-type: none"> <li>● Structures</li> <li>● Functions</li> <li>● Common diseases</li> </ul>
11.10 Describe the function and structure of the Sensory System	<ul style="list-style-type: none"> <li>● Structures</li> <li>● Functions</li> <li>● Common diseases</li> </ul>
11.11 Describe the function and structure of the Immune System	<ul style="list-style-type: none"> <li>● Structures</li> <li>● Functions</li> <li>● Common diseases</li> </ul>