

Veterinary Assistant Phased Training Guide

Employee Name: _____

Hire Date: _____

Mentor: _____

Purpose

The purpose of this program is to introduce the new hire to the practice and bring them into the hospital’s philosophy of care and service. Through this program, the new medical team member will become familiar with the day-to-day operations, management, and standards of care within our hospital

Although a probable duration is stated for each phase of training, these are meant only as a guide and neither the trainer nor the trainee should sign off on a phase until they feel that they fully understand and are comfortable performing all the job tasks listed.

Phase I - Welcome to Our Practice!

Probable Duration: One Day

Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer’s Initials
Parking		Show employee parking area.		
Personal Storage		Provide employee with personal storage space. Discuss protection of personal property at work		
Hospital Orientation & Tour		<u>Orientation</u> - Provide a detailed hospital tour which points out emergency exits, eye wash station, employee restrooms and employee break room. Identify the exam rooms, kennel, surgery/treatment area, pharmacy, radiology, etc. and what each area is used for.		
Introductions		Introduce employee to doctors and other healthcare team members. Identify trainee’s immediate supervisor.		
Required Forms		<p>Complete Required Forms</p> <ul style="list-style-type: none"> <input type="checkbox"/> W-2 form <input type="checkbox"/> I-9 form <input type="checkbox"/> Verify Social Security card & driver’s license as required by I-9 <input type="checkbox"/> Complete Paycom new hire checklist <input type="checkbox"/> Other _____ <p><i>(Note: All forms are to be kept in confidential personnel file, under lock and key. All current I-9 forms should be kept in a separate file under lock and key).</i></p>		



Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
Notebook		Give new team member an empty notebook for training notes.		
Job Description		<ul style="list-style-type: none"> <input type="checkbox"/> Present employee with relevant job description. <input type="checkbox"/> Review general expectations for the position, as well as protocol for annual review. <input type="checkbox"/> Present employee with a blank performance evaluation form <input type="checkbox"/> Review the hospital's management structure (i.e. hierarchy of authority) <input type="checkbox"/> Review the duties to be completed daily 		
Hospital Procedures Manual		Present employee with hospital procedures manual. Make sure the At-Will Employment acknowledgement and acknowledgement that manual has been reviewed and read forms are signed by the employee and placed in their personnel file.		
Benefits		Review benefits and effective dates.		
Phased Training Program		Present employee with a copy of the phased training program. Explain protocol (<i>trainee to sign off on each phase, trainee to ask if has questions</i>).		
Time clock & Employee Schedules		<ul style="list-style-type: none"> <input type="checkbox"/> Review Paycom. Demonstrate operation of time clock. Explain procedure for clocking in/out. <input type="checkbox"/> Discuss timelines and attendance expectations <input type="checkbox"/> Show employee the proper protocol for submitting a request for days off in Paycom and how work schedules are presented and posted. 		
OSHA Training		Conduct OSHA training. Explain OSHA standards, MSDS sheets, etc. Inform team member what they are to do if an OSHA officer shows up and ask for a tour of the practice. Make sure they know the practice OSHA safety officer's/coordinator's name. OSHA training is conducted annually		
Uniforms		Present team member with uniform policy. Review hospital dress standards.		
Observe Position		Trainee to observe (senior) medical team member. Shadowing, to get a general idea for the job requirements and expectations.		
Safety Quiz		Satisfactory completion of safety quiz.		
Conclusion of Phase I		Review of Phase I of training program. Trainee is asked if he/she has any questions or needs further training on any part of Phase I. Trainee signs off on Phase I.		

Phase I of Training Complete



My signature below signifies that I have completed Phase I of the Phased Training Program and that I fully understand all concepts covered and I am comfortable in my knowledge and ability to perform the procedures introduced in Phase I of this program.

Employee (Trainee)

Date

Phase II

Probable Duration: One Week

Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
Basic Animal Handling		Learn basic animal handling principles. Before signing off, trainee must demonstrate proper animal handling with at least two patients. Focus areas include: Low stress handling <input type="checkbox"/> Reading pet body language <input type="checkbox"/> Handling anxious/aggressive pets <input type="checkbox"/> Loss Stress Handling- <input type="checkbox"/> Applying a muzzle <input type="checkbox"/> Feline Restraint <input type="checkbox"/> Canine Restraint---small dog vs large dog		
Phones		Show proper way to: (everyone is a back up) <input type="checkbox"/> Answer phone <input type="checkbox"/> Learn basic phone operations <input type="checkbox"/> Take messages <input type="checkbox"/> Place callers on hold <input type="checkbox"/> Route messages to team members		
EVET TRAINING		http://evetpracticedoc.blob.core.windows.net/videos/20170713_NewEmployeeTraining.mp4 http://evetpracticedoc.blob.core.windows.net/videos/20170801_Invoicing.mp4 <input type="checkbox"/> Create self as client into system <input type="checkbox"/> Practice with own account to learn how to navigate <input type="checkbox"/> Can demonstrate simple navigation to trainer		
Scheduling- Und		Trainee is able to demonstrate: <input type="checkbox"/> Basic appointment scheduling procedures. <input type="checkbox"/> Scheduling guidelines and special circumstances (heartworm season, etc.) <input type="checkbox"/> Schedule requirements by appointment type <input type="checkbox"/> Knows when to ask for records from previous vet		
Scanning and Linking		Demonstrate the ability to link incoming medical files or faxes and information into Evet <input type="checkbox"/> Documents-records received		
Greeting Clients		Explain the proper way clients and their pets are to be greeted and treated when they come to the practice. Remember the WOW! <input type="checkbox"/> As room tech you should always introduce yourself		



		<input type="checkbox"/> As room tech be alert to client comfort—seek ways to accommodate and bring comfort during visit		
Getting a history		Trainee knows what history questions are best used for specific medical conditions—See samples in training binder		
Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
Medical Records		Trainee can populate medical records appropriate to the appointment and fill out with history gathered for Subjective		
TPR		Trainee able to take Temperature, Pulse and Respiration rate		
Patient Records		Able to review patient records and recognize data from prior records and update into in patient record. Able to update reminders appropriately and clean up reminders for accuracy		
Room Cleanliness		Demonstrates daily cleanliness upkeep, restocking rooms		
Demonstrates appropriate attitude around clients		The client experience is our number one job, so a positive, supportive, kind, patient demeanor is essential to this role. <input type="checkbox"/> Does this trainee demonstrate this sensitivity towards our clientele consistently?		
Printing tasks		Demonstrate how to create appointment sheets Demonstrate how to print vaccine records Demonstrate how to print e/c forms Demonstrate how to print admission/anesthesia forms		
Checklists		Demonstrate how to use checklists. Is new hire a regular contributor to the tasks?		
Quotes		Explain the proper procedure for quoting prices.		
Fax, Copier		Demonstrate the use of necessary office equipment. Demonstrates understanding of trouble shooting this equipment, supplies reorder process etc.		
Conclusion of Phase II		Review of Phase II of training program. Trainee is asked if he or she has any questions or needs further training on any part of Phase II. Trainee signs off on Phase II.		

Trainee Comments - Phase II

Use this area for any comments you have concerning this phase of your training. This will help us to improve our training systems and ensure that adequate training is provided to you. Your comments will be read by the management of the practice and kept in your confidential employee file.

Phase II of Training Complete

My signature below signifies that I have completed Phase II of the Phased Training Program and that I fully understand all concepts covered and I am comfortable in my knowledge and ability to perform the procedures introduced in Phase II of this program.

Employee (Trainee)

Date



Phase III

Probable Duration: One Week

Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
Surgical Team		Learn about our surgical and dentistry services. Be able to check in surgical patients, educate clients about our surgical department and advanced dentistry. Learn how to create treatment plans.		
Doctor Appointments		Shadow each of the doctors to witness their style with clients. _____ _____ _____ _____		
Closing Checklist		Demonstrates ability to perform closing procedures Contributes to the cleaning procedures		
Contagious Protocols		Demonstrate the procedures followed for a contagious pet coming into our practice.		
Vaccine Protocol		Demonstrate a working knowledge of vaccine protocol.		
Surgery Appointment Scheduling		Demonstrates the ability to schedule surgery appointments accurately		
Collect laboratory specimen		Collect laboratory specimens from pet owners: <input type="checkbox"/> Able to collect urine <input type="checkbox"/> Able to collect feces <input type="checkbox"/> Able to draw blood for hwt		
Advanced blood draw		Able to do jugular vein blood draw		
IV Catheter Placement		Capable placement of IV catheter <input type="checkbox"/> Dog <input type="checkbox"/> Cat		
Assign Bloodwork (Outside Lab)		Demonstrate the proper way to assign bloodwork to an outside laboratory. The trainee must demonstrate the ability to handle this task properly.		
Assign Bloodwork (In-house)		Demonstrate the proper way to assign bloodwork within the practice. Before signing off, trainee must demonstrate the ability to handle this task properly.		
Outside Labs		Explain the procedure for processing for outside laboratories.		
CCP		Can communicate the Wellhaven Wellness plans in detail <input type="checkbox"/> Has sold at least one plan to a client		
Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
Communicating with Clients		Learn hospital guidelines for communicating with clients in different types of situations such as general queries, scheduling appointments, routine and non-routine medical questions, patient emergencies, prescription refills		



Medical Rechecks-Callbacks		Demonstrate the procedure to follow when recalling clients. Before signing off, trainee must demonstrate the ability to handle this task properly.		
Cleaning Exam Rooms		Explain how to properly clean and disinfect an examination room.		
Ending appointments		Demonstrates an understanding about closing visits <ul style="list-style-type: none"> <input type="checkbox"/> Review charts for completeness <input type="checkbox"/> Make new appointments <input type="checkbox"/> Note changes in patient status <input type="checkbox"/> Enter future reminders 		
Marketing		Discuss marketing to clients <ul style="list-style-type: none"> <input type="checkbox"/> Discuss how to promote the practices products, programs and services. <input type="checkbox"/> Explain the use of passive marketing <input type="checkbox"/> Ensure that employee gains a technical knowledge of products sold 		
Conclusion of Phase III		Review of Phase III of training program. Trainee is asked if he or she has any questions or needs further training on any part of Phase III. Trainee signs off on Phase III.		

Trainee Comments – Phase III

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Phase III of Training Complete

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Employee (Trainee)

Date

Phase IV

Probable Duration: One Week

Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
Opening		Demonstrate the procedure for opening the hospital. Get ready for the day based on roles and responsibilities		
Price Quotes		Explain how and when to quote prices.		
Vaccination Protocol Handout		Present trainee with vaccination protocols and explain how to use.		



Veterinary Medical Abbreviations		Trainee can use abbreviations with 80% accuracy—see binder for list		
Surgical preparations		<input type="checkbox"/> Is capable of effectively cleaning, sterilizing kennels, bowls, cages <input type="checkbox"/> Can assist with surgical packs with guidance by CVT		
Medical Waste		<input type="checkbox"/> Understand medical waste procedures		
Handling Client Complaints		Learn how to handle difficult client situations.		
Handling Emergencies		Learn how to handle phone and in-clinic emergencies.		
Tech Appointment Shadow		Shadow with technician to learn how tech appointments run <input type="checkbox"/> Nail trims <input type="checkbox"/> Blood draws		
Pharmacy		<input type="checkbox"/> Able to read medical records to document for doctor history of medication use, required lab and exam dates to assist in expediting the approval process <input type="checkbox"/> Able to use Cubex appropriately and accurately fills medications directed by doctor		
Advanced Assisting		Anesthesia Monitoring <input type="checkbox"/> Understands safe parameters <input type="checkbox"/> Documents accurately <input type="checkbox"/> Will alert doctor of abnormalities and quick to advocate for patient		
Prescription Filing		Demonstrate how to correctly fill a prescription and the expectation that all prescriptions should be proofed.		
Controlled Substances		Demonstrate the correct procedure used when dispensing controlled substances.		
Recognizing an Emergency		Discuss referring clients for immediate treatment of their pets when the requests are accompanied by complaints of acute symptoms		
Heartworm Testing & Prevention		Explain the practice's philosophy and established protocol for heartworm testing and prevention.		
Flea Prevention 101		Explain basic flea prevention protocol.		
Medical/Office Supplies		Explain the protocol for ordering inventory and office supplies		
Skill/Knowledge	Trainer	Description	Date Training PROFICIENT	Trainer's Initials
When In Doubt		Assure the employee that whenever he or she is in doubt or needs help, they are expected to seek assistance and guidance. ASKS QUESTIONS !!!!!		
Conclusion of Phase IV		Review of Phase IV of training program. Trainee is asked if he or she has any questions or needs further training on any part of Phase IV. Trainee signs off on Phase IV.		

Trainee Comments - Phase IV

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Phase IV of Training Complete

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Employee (Trainee)

Date

