



**DEPARTMENT OF ANIMAL HEALTH TECHNOLOGY**  
**COURSE OUTLINE – FALL 2012**  
**AH 144 OFFICE PROCEDURES**

**INSTRUCTOR:** Katey  
Johnston, RAHT  
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**OFFICE:** AS 150a  
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**OFFICE HOURS:** See posted schedule

**PREREQUISITE(S)/COREQUISITE:** Students must be registered in Animal Health Technology and complete and pass AH 160 (*A passing grade minimum 60% in Communications AH 160*) 04/11

**REQUIRED TEXT/RESOURCE MATERIALS:** None

**CALENDAR DESCRIPTION:** Students will develop computer skills to prepare posters, flyers, mailing lists and presentations. Use of veterinary software will develop skills in entering data, client and patient records, inventory maintenance, online ordering and financial records. Office duties such as handling cash or credit card transactions, preparing deposits and filing records will be learned. Maintaining the cleanliness and orderliness of the office facility and displays is part of the student responsibility. Students will also develop a solid foundation of utilizing medical records to promote continuity of quality animal care

**CREDIT: 3**

**CONTACT HOURS: 48 hours**

**DELIVERY MODE(S): Lecture and lab**

**OBJECTIVES:**

**A: Introduction to PowerPoint and Microsoft Word**

Upon successful completion of this Unit, you will be able to prepare and present a PowerPoint presentation and be comfortable using Microsoft Word.

**B. Veterinary Medical Health Information Management**

Upon successful completion of this unit, you will be able to discuss and apply characteristics of medical records in a veterinary hospital setting.

**C. Hospital Interior**

Upon successful completion of this unit, you will be able to describe how to maintain the office facilities and customer service area in a tidy, educational and organized manner, and how this impacts practice profitability.

**D. Inventory Management Principles**

Upon successful completion of this unit, you will be able to describe and use inventory management principles to positively influence veterinary clinic income.

**E. Introduction to Veterinary Software**

Upon successful completion of this unit, you will be able to discuss and demonstrate features of veterinary software programs.

## **F. Financial Transactions**

Upon successful completion of this unit, you will be able to prepare and manage daily financial transactions that are likely to occur in a veterinary practice.

## **G. Marketing the Individual**

Upon successful completion of this unit, you will be able to prepare a resume and cover letter that summarizes your qualifications and presents them effectively for an Animal Health Technology position.

### **STUDENT EVALUATION:**

Please review GPRC's Examination and Grading policies.

A passing grade in this course is a minimum of 60%. Attendance is mandatory for all labs and guest speakers. A 5% deduction will occur if a student has an unexcused absence from lab or a guest speaker. Labs will not be made up for and unexcused absences will result in a zero for any reports or assignments given out during that lab. It is the student's responsibility to attain missed assignments and notes for an excused absence. Missed class assignments and tests without an excused absence will not be made up and will result in a zero mark. LATE ASSIGNMENTS WILL NOT BE ACCEPTED and will result in a 0% grade for the missed/late assignment. For further clarification on the attendance policy, see the AHT Program guidelines in the orientation booklet and the GPRC Policies and Procedures.

Mark distribution	
a. Assignments	50%
b. Quizzes	15%

c. Final Exam Written	20%
d. Lab Final	15%

\* Please note: ½ marks will be deducted for spelling errors of medical terminology. Please treat all exams, quizzes and assignments as medical records and only correct answers using medical corrections. Failure to do this will result in mark deductions. Illegible writing will result in deducted marks (if I can't read it, I can't mark it!). No electronic devices are to be used in exams or quizzes. Having an electronic device present during an exam or quiz will result in dismissal from class and an automatic fail on that test.

### **TRANSFERABILITY:**

\*\* 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

## GRADING CRITERIA:

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A <sup>+</sup>	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A <sup>-</sup>	3.7	80 – 84	FIRST CLASS STANDING
B <sup>+</sup>	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B <sup>-</sup>	2.7	70 – 72	
C <sup>+</sup>	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C <sup>-</sup>	1.7	60 – 62	MINIMAL PASS*
F	1.3	55 – 59	FAIL
	1.0	50 – 54	
	0.0	0 – 49	
WF	0.0	0	FAIL, withdrawal after the deadline

\*overall grade point average has to be 2.0 or higher to be successful in the AHT program.

**STUDENT RESPONSIBILITIES:** Enrolment at GPRC assumes that the student will become a responsible citizen of the College. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of College 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.

### **Additional Information**

Disruptive behavior in the class will result in the student being excused from the class – this includes use of cell phones or any hand held equipment that has not been approved by the instructor. Any student wishing to see a marked quiz or midterm must make an appointment with the instructor to view or go over. Final exams are not available to be viewed by a student.

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Please refer to pages 49-50 of the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

Created by: Katey Johnston

Date:

Signature:

*August 30/2012* *Katey Johnston.*

Approved by: Karlee Worobetz

Date:

Signature:

*Aug 30/12* *Karlee Worobetz*