

# Sample veterinary technician expectation log

Review this expectation log and ask the trainer and trainee to initial tasks the new hire masters so you know each new team member begins with the same level of knowledge you expect. Create logs for each role in your practice. You may also create logs for behavior modification, nutrition, day care and other areas of client and patient care.

Remember, your practice will have its own approach to accomplishing these training goals. For example, you might use role-playing to help team members feel more comfortable in different scenarios. You may test for knowledge of certain services and products. And you may nominate a panel to come up with new ideas and ways to benefit the practice, use team meetings to reinforce goals, plan owner, manager and peer reviews and use a “top client” survey to identify how clients perceive your customer service.

## Week 1

\_\_\_\_\_ \_\_\_\_\_ Support clinic services and recommendations. Always speak positively about your practice and its suggestions.

\_\_\_\_\_ \_\_\_\_\_ Perform precursor exam on boarders and grooming pets. This allows a practice to catch issues that might be missed if a pet isn't due for a check up.

\_\_\_\_\_ \_\_\_\_\_ Perform lab testing, including chemistry, complete blood count, urinalysis, heartworm, cytologies and other tests. A current technician will monitor each of these tests and evaluate the findings.

\_\_\_\_\_ \_\_\_\_\_ Perform catheter placement, blood draws, blood pressure monitoring and so on.

\_\_\_\_\_ \_\_\_\_\_ Conduct surgical preparation and monitoring under another technician's guidance.

\_\_\_\_\_ \_\_\_\_\_ Offer post surgical care, including expectations for recovering patients, monitoring and owner contact.

\_\_\_\_\_ \_\_\_\_\_ Place Elizabethan collar.

\_\_\_\_\_ \_\_\_\_\_ Apply bandages. A technician will monitor the procedure and offer guidance.

\_\_\_\_\_ \_\_\_\_\_ Perform dental prophylaxis under guidance and review expectations.

\_\_\_\_\_ \_\_\_\_\_ Perform intubation and extubation.

\_\_\_\_\_ \_\_\_\_\_ Administer medications via per os, IV, IM, SQ and so on. A technician will monitor the procedure and offer guidance.

\_\_\_\_\_ \_\_\_\_\_ Complete history taking. A current technician will discuss the information that's important to the attending veterinarian and the vitals to take.

\_\_\_\_\_ \_\_\_\_\_ Offer excellent customer service. Pets don't come in alone.

\_\_\_\_\_ \_\_\_\_\_ Understand the zero tolerance rule for gossip and show respect for all coworkers, including new hires.

\_\_\_\_\_ \_\_\_\_\_ Know isolation regulations, including what types of gear must be worn as well as cleanliness and contamination prevention.

\_\_\_\_\_ \_\_\_\_\_ Follow walking rules, including types of leashes used and who, where and when to walk.

\_\_\_\_\_ \_\_\_\_\_ Put safety first. Discuss protocol for aggressive and fear-biting animals, owner holding and what to do if you are by yourself.

\_\_\_\_\_ \_\_\_\_\_ Perform all OSHA/AAHA paperwork and requirements.

\_\_\_\_\_ \_\_\_\_\_ Discuss the pharmacy, including the types of drugs carried, controlled substance protocols and record keeping.

\_\_\_\_\_ \_\_\_\_\_ Offer patient care. Discuss protocols for hospitalized patients and boarders.

\_\_\_\_\_ \_\_\_\_\_ Carry a flea comb to identify issues with external parasites, especially with boarders. It also offers an avenue to discuss prevention if you see fleas.

\_\_\_\_\_ \_\_\_\_\_ Discuss exam room duties, including recommendations, vitals, tests, patient care plans and estimates.

## **Week 2**

\_\_\_\_\_ \_\_\_\_\_ Discuss client and employee counseling, including the euthanasia protocol and grieving clients as well as compassion fatigue and resources for team members.

\_\_\_\_\_ \_\_\_\_\_ Review vaccine protocol, including which vaccines are used and why.

\_\_\_\_\_ \_\_\_\_\_ Discuss microchip placement and supporting paperwork, including how to look up a pet if it's lost, and review the procedures for the specific company used.

\_\_\_\_\_ \_\_\_\_\_ Review CO2 laser use and maintenance, including how to support the veterinarian in surgery and protocols of cleaning and using accessories.

\_\_\_\_\_ \_\_\_\_\_ Discuss senior wellness services, including recommendations for all senior pets, radiographs, blood work, blood pressure monitoring, cognitive function, diet changes and so on.

\_\_\_\_\_ \_\_\_\_\_ Review room lists and offer your protocol about how to discuss recommendations in the exam room.

## **Week 3**

\_\_\_\_\_ \_\_\_\_\_ Discuss bathing, including which animals get baths and what types of products you use. Have eye lube available for pets and protective gear for the technician if dips are required.

\_\_\_\_\_ \_\_\_\_\_ Discuss grooming, including protocols and the services you provide.

\_\_\_\_\_ \_\_\_\_\_ Review record keeping, including the protocols of how records are kept—paperless or hard-copy—and what must be recorded, including all discussions with clients, medications and so on.

\_\_\_\_\_ \_\_\_\_\_ Review product rotation, including your inventory regulations and how to rotate stock to reduce the possibility of expired drugs and monitor dates on all products.

\_\_\_\_\_ \_\_\_\_\_ Discuss top client recognition. Offer a list of the top 20 clients and their pets who support your practice.

\_\_\_\_\_ \_\_\_\_\_ Discuss laser therapy, chiropractic and acupuncture if applicable. Offer learning materials so team members can talk about these services with conviction.

\_\_\_\_\_ \_\_\_\_\_ Review behavior training classes and your retail store, including the services you offer and the products in your retail area.

\_\_\_\_\_ \_\_\_\_\_ Discuss annual certification requirements, if applicable in your state. Offer CE information or discuss whether the clinic goes as a group.

#### Week 4

\_\_\_\_\_ \_\_\_\_\_ Review your slow day list, including what to do when there's not enough work. Have a list and a rotation to involve all team members.

\_\_\_\_\_ \_\_\_\_\_ Discuss pamphlets, discharge instructions and rebate information.

**Trainer tip:** Try to have a pamphlet for everything that you dispense. It also helps to keep binders with default discharge instructions so all pets are released with the same general information. Then train team members to fill in individual recommendations for pancreatitis, diabetes, heartworm treatment, post-surgical care and so on. Also keep a current list of all product rebates in one place and update it at least every three to six months. Require new hires to read all of these materials and become familiar with them.

\_\_\_\_\_ \_\_\_\_\_ Review diet information, including which diets you use in the practice and review therapeutic diet recommendations. Also discuss any additional necessary information, such as hypoallergenic requirements and so on.

\_\_\_\_\_ \_\_\_\_\_ Discuss photos you routinely take in the practice, including dental photos, patient reports, before-and-afters with weight reduction, lesions or ultrasound if it's not digital.

\_\_\_\_\_ \_\_\_\_\_ Review client education, compliance and communication.

**Trainer tip:** Remind new team members that education and compliance drives your practice. Recommend an open mind, a supportive personality and an understanding that all of your clients are coming in for help.

\_\_\_\_\_ \_\_\_\_\_ Discuss endoscopy and ultrasound.

**Trainer tip:** Ask a technician to monitor the new hire and give recommendations about how to perform these procedures. Be sure they are aware of preparation requirements as well as discharge and sending out histopathology correctly.

\_\_\_\_\_ \_\_\_\_\_ Discuss computer knowledge, including all aspects of your software that you expect the new hire to master.

#### Week 5

\_\_\_\_\_ \_\_\_\_\_ Discuss cross-training, including other options for new employees. When they master their own area they can spread their wings and help out in other ways throughout the clinic.

\_\_\_\_\_ \_\_\_\_\_ Review product merit, including new product testing.

**Trainer tip:** By offering product testing, you not only make your new team members knowledgeable, but your current employees can earn merit and make your practice stronger. Team members who feel comfortable discussing products make better recommendations and boost client compliance.

\_\_\_\_\_ \_\_\_\_\_ Review extra duties. For example, if your practice has a panel for new ideas, offer opportunities for team members to take the lead on topics like puppy classes, weight reduction projects, diet recommendations, emergency hours and so on.

\_\_\_\_\_ \_\_\_\_\_ Discuss inventory management and support.

**Trainer tip:** Encourage your team members to develop a good relationship with your distributors and manufacturers. They have award and discount enrollment and will help you learn and offer samples and more. Ask a team member to take the lead and be sure to develop good relationships. Also nominate a team member who can properly receive and put the inventory away.

\_\_\_\_\_ \_\_\_\_\_ Review cancer treatment, if applicable. Be sure to discuss the importance and specifics of this area. Offer learning materials and safety gear and be sure everyone one understands the protocol.

\_\_\_\_\_ \_\_\_\_\_ Discuss an idea panel.

**Trainer tip:** A seat on a panel can be rewarding and helps the entire practice grow. This allows a group to come together and discuss suggestions to grow the practice, benefit the team and improve your service and care.

\_\_\_\_\_ \_\_\_\_\_ Discuss module making. This is where you can emphasize your practice's values, whether it's testing products, creating feeding guides for the kennel or a common parasite book for quick reference and so on.

\_\_\_\_\_ \_\_\_\_\_ Review new pet and puppy and kitten services. Discuss an option to make kits for new pets and offer a specific visit protocol so owners can receive the information they need. The protocol may include how to help a new pet prepare for boarding and how to schedule in the clinic or on a website.

\_\_\_\_\_ \_\_\_\_\_ Discuss tours. Review your protocol on what you will discuss with clients and how to walk them through your practice, including the preferred route.

\_\_\_\_\_ \_\_\_\_\_ Review how to keep information and supplies up-to-date.

**Trainer tip:** Designate a person who keeps the important information current. This includes samples, lab submission forms, university information, fees, product keys, feeding guides, pamphlets, vaccine cards, rebate information and expiration dates on supplies such as cytology swabs, blood tubes and so on.