

NOTE:

For clinics using this training schedule, it is recommended that your RVT be trained using the Veterinary Assistant Training Checklist first: https://www.aspcapro.org/resource/training-materials-sn-clinic-staff

WEEK ONE

Day 1 and 2:

- Learn contents of dry box and cold storage
- Receive patient paperwork and apply to drug logs
- Learn to check paperwork for signatures and phone numbers
- Make name bands and kennel cards
- Observe feline handling at check-in, and assist training tech and doctor by recording weights, patient information, etc.
- Enter quantities of drugs on drug logs
- Prepare baggies for each patient (drugs, vaccines, and notes for requested services)
- Begin drawing drugs
- Learn and understand drug protocols used at ASPCA Spay/Neuter Alliance
- Follow disease control measures, such as hand sanitizer use and disinfection of surfaces between patients
- Familiarization with anesthetic machines and supplies
- Review resources at <u>ASPCApro.org/spayneuterlibrary</u>:
 - o Intake Canine
 - o Intake Feline:
 - Anesthetic Protocols

Day 3 and 4:

- Continue day 1 and 2 skills
- Watch and assist with canine check-in
- Begin timing pre-surgical duties (drug drawing, etc.)
- Perform double-checking of drugs
- Canine induction and intubation, including appropriate filling of endotracheal tube cuff
- Feline induction and observation of patients succumbing to anesthesia
- End of day balancing of drug logs
- Introduction to end of day processing of paperwork (attaching rabies tags, storing patient medical records, preparation of drug logs for next day)



<u>Day 5:</u>

- Learn patient intake, including confirming age, medical or health concerns, medications or injections received recently, identification of higher risk patients
- Completion of introduction to paperwork, including admission forms, post-operative instruction forms, patient medical records, changes list, etc.
- Continue daily balancing of drug logs
- Learn surgery and vaccine prices
- Learn post-operative instructions and speech



WEEK TWO

<u>Day 1 - 4</u>

- Patient release, including inspection of incision and overall demeanor of patient, and loading of patient in kennel or release to owner
- Identification/discussion of complications, and relaying to veterinarian
- Begin owner communications
- Learn and observe cleaning protocols
- Morning set-up, including obtaining controlled drugs and preparation of needed supplies for the day
- Continue with *week 1* skills
- Place intravenous catheters
- Intubation of felines (we do not normally intubate feline patients, but teach it so staff is prepared in case of an emergency or case by case basis)
- Preparation of feline drug protocol (TTDex)
- Handling of feline patients, including low-stress restraint, loading and unloading, use of 3point hold, use of towels
- Patient examination, including sex confirmation, hydration status, gum color, general demeanor, presence of a hernia, etc.
- Handling of canine patients, including low-stress restraint, use of towels, loading and unloading, gentle muzzle placement
- Administration of pre-medication, as needed
- Maintain drug logs

Day 5 - Friday of Week 2

- Receive medical calls, triage medical phone calls, book surgical appointments
- □ Introduction to Clinic HQ
- Front counter client interactions
- Learn patient recheck system
- Reference *How-to* videos:
 - Intake Already Been Spayed/Neutered
 - o Handling Feline
 - o Handling Canine
 - o Medical Flow



WEEK THREE

<u>Day 1 – 4:</u>

- Review all previous skills
- B Handling and management of fractious cats, including proper use of shield and net
- Induction of trapped cats, competency with trap divider
- Explanations to owners of high-risk surgeries and completing high-risk waiver forms
- Client communication regarding go-home medications and costs
- Accurate recording of additional information on patient medical records
- Handling and induction of "caution" canines
- Increasing paperwork efficiency
- Increased responsibility for surgical flow, including anticipation of completion of procedures, efficient and accurate prep
- Increased individual responsibility for monitoring all patients in the surgical suite
- Understanding priorities to maintain flow and safety
- Ensure hypothermia protocols are maintained, including rewarming rice bags and fluids, dry blankets, etc.
- Identification of patients not recovering normally, ability to recognize complications and communicate to doctor
- u Identification of patients needing additional pain management
- Administration of analgesics or sedatives in recovery area
- Identification of breaks in infectious disease protocols
- Monitoring of patients in kennels, particularly an end-of-day walk-through

<u>Day 5:</u>

- Emergency training
- Review resources at <u>ASPCApro.org/spayneuterlibrary</u> :
 - o Handling Trapped Cats



WEEK FOUR

<u>Day 1 – 4:</u>

Put it all together!

- Effectively direct staff to ensure efficient pace
- Maintain acute awareness of general pace of doctors and staff
- Maintain the flow in surgical suite
- Effectively communicate within the surgical team
- Ensure adequate monitoring of patients
- De Maintain focus on surgical flow, good patient care, leadership of the team
- Learn time management with paperwork

<u>Day 5:</u>

- Review all content at: <u>www.aspcapro.org/spayneuterlibrary</u>
- Familiarize yourself with website

WEEK FIVE

• Work independently under supervision

A quiz that tests employees on the content of this checklist can also be found at:

https://www.aspcapro.org/resource/training-materials-sn-clinic-staff