



Australian Government

ACMVET401 Coordinate veterinary reception duties

Release: 1

ACMVET401 Coordinate veterinary reception duties

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to coordinate and undertake patient admission and discharge. It also includes providing initial veterinary nursing care to patients (animals) and grief support to clients (animal owners).

This unit applies to individuals who work as veterinary nurses under the supervision of a registered veterinarian. Veterinary nurses who coordinate admissions and discharges need to hold and apply knowledge of animal anatomy and physiology and veterinary procedures, to triage patients, and use effective communication skills to support animal owners in grief.

Legislative and regulatory requirements apply to veterinary nurses but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

Pre-requisite Unit

Nil

Unit Sector

Veterinary Nursing (VET)

Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Coordinate practice admissions	1.1 Schedule appointments and other practice procedures 1.2 Advise animal owners on patient intake and pre-treatment procedures for specific periods 1.3 Answer routine and non-routine enquiries

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.4 Send or set reminders for appointments 1.5 Consult veterinarian on relevant details and convey the intended actions to the client
2. Compile patient and client histories	2.1 Identify patients according to species, breed and permanent identification features 2.2 Retrieve and update existing client and patient histories 2.3 Establish new client and patient records
3. Undertake admission procedure	3.1 Complete admission documentation 3.2 Carry out preliminary examination, handling animal to minimise stress 3.3 Explain procedure to client
4. Provide veterinary nursing care	4.1 Use triage procedures for all admissions 4.2 Recognise and report emergency situations to veterinarian, in line with practice procedures 4.3 Recognise need for isolation 4.4 Use appropriate personal protective equipment for the veterinary nursing care required 4.5 Recognise and report signs of pain 4.6 Apply animal first aid measures to sustain life and to minimise pain as required, under the supervision of a veterinarian 4.7 Provide support to the veterinarian
5. Provide grief support to clients	5.1 Identify client needs in consultation with the veterinarian 5.2 Provide sympathy and comfort to the client 5.3 Identify level of grief and take appropriate action 5.4 Use varied techniques in communicating with the client and providing support 5.5 Manage own stress and fatigue
6. Implement discharge procedures as directed by veterinarian	6.1 Carry out final checks on vital signs and record results in patient record 6.2 Clean, groom and prepare patient for discharge 6.3 Transfer the animal back to its owners

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	6.4 Provide home care advice to the client, including medication needs, wound management, nutrition, pain management exercise and veterinary review for routine and non-routine procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Writing	Record information on paper-based records or using computer-based technology
Oral communication	- Use negotiating and questioning techniques to clarify animal care requirements with clients - Use veterinary terminology when interacting with practice staff and clients
Numeracy	Measure and interpret animal vital signs, including temperature, pulse and respiration rate
Get the work done	- Prioritise animals for consultation with veterinarian - Differentiate between enquiries that can be handled by a veterinary nurse and those that need veterinarian intervention - Address irregularities and contingencies in the context of the work role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMVET401 Coordinate veterinary reception duties	ACMVET401A Coordinate patient admission and discharge	Updated to meet Standards for Training Packages Minor changes to clarify content Assessment requirements	No equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
		revised Work placement requirement included	

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMVET401 Coordinate veterinary reception duties

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has coordinated and undertaken the admission of a minimum of five patients, covering two species, for routine and non-routine procedures, including:

- carrying out triage procedures for a minimum of two patients
- demonstrating a simulation of applying animal first aid in order to sustain life and minimise pain
- coordinating the discharge of a minimum of three patients
- communicating appropriately with practice staff and clients in varying situations
- performing the activities outlined in the performance criteria of this unit during a period of at least 240 hours of work in a veterinary practice.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- emergency situations that may occur with animals, including:
 - dystocia
 - hit by a car or other trauma
 - fractures
 - collapse
 - haemorrhage
 - poisoning
 - respiratory distress
 - heat stroke
 - snake envenomation
 - tick paralysis

- hypothermia
- medical emergencies
- first aid procedures related to sustaining life and minimising pain, including:
 - establish airway
 - provide oxygen
 - control haemorrhage
 - support injured or broken limbs
 - support the veterinarian and assisting in cardiopulmonary resuscitation (CPR) procedures
- practice policies and procedures related to admissions, treatment and discharge of animals
- appropriate handling and restraining techniques to minimise animal stress and discomfort
- drugs within each drug schedule and the regulations applicable in state or territory legislation
- clinical signs of illness, disease and trauma
- triage classification
- need for isolation
- interview, listening and questioning techniques, including:
 - gather relevant information to triage and admit patients
 - record patient history (current medication, normal toilet functions, eating routines)
- advice for post-treatment home care, including medication needs, wound management, bandaging/casting, immediate housing, prevention of self-trauma, nutrition, pain management exercise and veterinary review
- pain management as part of triage and admission processes
- normal and abnormal vital signs of animals commonly seen in the practice
- the recognised stages of grieving and tactics for managing grief, including:
 - verbal assurance and communication
 - provision of grief hotline details and literature, including brochures
 - providing advice on burial or cremation decisions
 - follow-up contact and support
- strategies to manage own stress and fatigue
- veterinary terminology relevant to the observations of patients and medical conditions
- patient records management
- practice appointment scheduling systems.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately reflects a veterinary practice
- resources, equipment and materials:
 - a range of real, live animals

- equipment, instruments and resources typically available in a veterinary practice
- specifications:
 - organisational policies and procedures, current legislation, regulations and relevant codes of practice
- relationships (internal and/or external):
 - interactions with real clients
 - interactions with a registered veterinarian or minimum of Certificate IV qualified veterinary nurse.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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