

VETERINARY TECHNICIAN STUDENT MENTOR POLICY GUIDELINES

Mentoring is a core value of our Clinic and will be passionately pursued. Many students have gone on to pursue careers in the veterinary field and some have been afforded job opportunities at Redmond Veterinary Clinic. Students usually are interested in gaining exposure to veterinary medicine as a career path. It is required that these students be no younger than 6th grade.

Redmond Veterinary Clinic offers routine and emergency care for companion and large animals. The following services are provided: Anesthesiology, Cardiology, Clinical Pathology, Critical /Intensive Care, Dentistry, Dermatology, General Surgery, Internal Medicine, Neurology, Nutrition, Digital Radiology, Obstetrics/Reproductive Care, Oncology, Ophthalmology, Orthopedics Pet Behavior, Well Animal Care, Flexible and Rigid Endoscopy, Digital Ultrasonography, and Laparoscopic Spays.

Students are expected to follow the following guidelines:

PARTICIPATION

- Keep in mind that the quality of your experience is directly proportional to your level of interest, enthusiasm and preparation.
- You will be expected to use your books, notes and VIN (Veterinary Information Network) to research topics relevant to your cases daily. Don't hesitate to ask questions but be respectful of your doctor's time by learning as much as possible on your own.
- Prior to helping in any fashion, it is the responsibility of the student to:
 - Be properly trained by the staff to perform the task
 - Perform the task safely following all safety guidelines
 - Feel free to refrain from performing a task if they do not feel comfortable doing the task.
 - Ask for help if there are any questions.
- For wellness visits, learn to answer common client questions regarding topics such as vaccinations, parasite control, and husbandry. As a practicing veterinarian, this is where you will spend the bulk of your time, and these communications will be your most important asset!
- For ill patients, begin making lists of differential diagnoses. While nobody expects you to come up with accurate lists of specific diseases, at this stage you should be able to recognize general disease processes such as inflammation, infection, metabolic derangements, endocrinopathies, etc.
- Try to interpret lab work and radiographs as well. You will learn just as much from being incorrect as being correct; even seasoned veterinarians have been known to be wrong before. If you know that a surgery or other procedure is scheduled for later in the day or week, spending a few minutes researching common techniques will help you to glean

more from watching, and keeps you prepared should you be asked to assist the veterinarian.

- Use slow times to ask lots of questions, research cases, and practice the skills on your task list. Also remember that technicians may be better than a veterinarian at demonstrating a reliable jugular venipuncture.
- Students are required to attend staff training meetings as determined by the director as they occur during their stay.
- Note: Night and/or weekend clinical responsibilities are required, although students may request nights or weekends off.
- Other skills may be required by your school.

ETHICAL STANDARDS

- Redmond Veterinary Clinic insists on the highest ethical standards in conducting its business. When faced with ethical issues, students are expected to make the right professional decision consistent with Redmond Veterinary Clinic's principles and standards.
- Keep all records confidential and do not discuss case specifics outside of the practice.

ANIMAL INTERACTION

- Redmond Veterinary Clinic will never tolerate abusive action towards animals such as yelling, hitting, kicking or choking.
- Students should not attempt to approach or pet any animal unless they have been provided permission by the owner or a staff member. Any animal is capable of biting, given the right set of conditions.

CLIENT INTERACTION

- Students are encouraged to speak with clients but should do so only if the client initiates that interaction.
- Students must refrain from providing negative commentary regarding the client's animal including its current medical condition or the animal's behavior.
- Treat all clients as if they are a friend of your mother's and every patient as if it were your own animal.

STAFF INTERACTION

- Conduct yourself with professionalism both inside and outside of the practice. This includes treating every member of the practice healthcare team with respect, regardless of the nature of their job. There is much to be learned from technicians, assistants and receptionists.

- Student are encouraged to ask questions regarding a case or procedure but should do so only when the staff is not engaged with the client.

DRESS CODE

- Students are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Redmond Veterinary Clinic's reputation or image is not acceptable.

REQUIREMENTS

- Draft a letter of introduction to the veterinarian. Generally, the letter should be no longer than one page and should inform the practice of who you are, your year in veterinary school, the skills you will bring to the practice, what you hope to achieve by participating in the program, and any special interest that you may have.
- In addition to the letter of introduction, include a resume that is no longer than two pages. This should detail your work history, with a focus on veterinary-related work and research. Also include at least one personal reference. Send the packet to the clinic by the requested method (mail, fax or e-mail) and wait to hear from the practice.
- We will review the information and contact students at their discretion. We may request an interview based on the letter of introduction and resume.
- Establish a starting date, an ending date, and work hours.

VETERINARY LICENSING BOARD REQUIREMENTS

- All tasks are to be performed under direct supervision of a licensed veterinarian (the student and veterinarian must be on the premises at the same time).
- Under NO circumstance can a student perform surgery. However, a student may assist a veterinarian with a procedure.
- A student CANNOT administer a rabies vaccination, unless the student is currently licensed as a technician by the Oregon Veterinary Medical Examining Board.
- A student CANNOT take a radiograph, unless the student has been certified by the State of Oregon or is a current licensed technician with the Oregon Veterinary Medical Examining Board.