

# VA 4000

## Veterinary Client Service Representative

12 weeks  
DURATION

nha   Professional Association for Customer Engagement  
ISSUING AUTHORITIES

High School Diploma or GED  
REQUIREMENTS



### PROGRAM DETAILS

When students begin their educational pursuits at MedCerts, they can find themselves certified and ready for employment as a Veterinary Client Service Representative (VCSR) in as little as 12 weeks! This program prepares graduates for employment at private and chain animal hospitals or clinics, humane societies, boarding kennels, pet grooming centers, or retail pet supply stores.

Students learn about the Veterinary Healthcare Team, Medical Records, Medical Terminology, Medical Office Procedures, Administration, Basic Pharmacology, Proper Animal Handling, Microsoft Office Basics, and the principles behind providing top notch customer service. Because graduates of this program are eligible for a Medical Administration certification, they have a leg-up in a competitive job market. The CMAA certification, while primarily purposed for traditional human medical office administration, still aligns to administration in an animal care environment. Plus, should a graduate wish to pursue a move into a human medical practice, the certification is still valid and in-demand!

While VCSR's primarily work with human customers, they may also be called upon to provide basic animal care. To best prepare students for these responsibilities, our students learn the basics of animal nutrition, bathing, wellness, breed identification, and animal restraint.

Once students complete the program, MedCerts will cover the registration costs to sit for the Certified Medical Administrative Assistant (CMAA) exam, as well as the cost of the related practice exams. Passing the CMAA exam demonstrates competency for keeping both traditional physician offices AND veterinarian offices running smoothly and efficiently.









Because Customer Service is a priority in situations where client/customer interaction occurs, students will learn the fundamentals of Customer Service by completing a module that has been aligned with standards set forth by the Professional Association for Customer Engagement (PACE). Students that successfully complete this module will achieve certification as Customer Service Certified (CSC).



### TARGET CERTIFICATIONS

- CMAA Certified Medical Administrative Assistant
- CSC Customer Service Certified

### AT THE END OF THIS PROGRAM, YOU WILL BE ABLE TO:

-  Gain knowledge and skills in preparation for the CMAA credentialing exam
-  Demonstrative ability to identify a variety of dog and cat breeds commonly seen in the veterinary hospital
-  Demonstrate an understanding of veterinary preventive care and common medications
-  Gain knowledge of basic dog and cat handling and restraint techniques
-  Discuss patient scheduling and related tasks for provider scheduling, diagnostic testing, and procedures
-  Distinguish between office logistic tasks related to medical records, financial procedures, and mail processing
-  Demonstrate ability to utilize core Microsoft Office products to effectively contribute to the office environment
-  Recognize proper office opening and closing procedures, patient communication, computer skills, and telephone etiquette

### ATTAINABLE CAREERS

- Veterinary Client Service Representative
- Veterinary Receptionist
- Veterinary Customer Service Representative
- Veterinary Office Receptionist
- Veterinary Clinic Assistant

### COURSES

- CS 1011 Customer Service Professional - Level 1
- MS 1000 Microsoft Office Basics
- HI 1011 Medical Office Procedures and Administration
- VA 3010 Veterinary Office Fundamentals

*As a MedCerts Student, you also have the added benefit of Job Search Assistance including guidance with resume building, networking, interviewing, and job search tips*