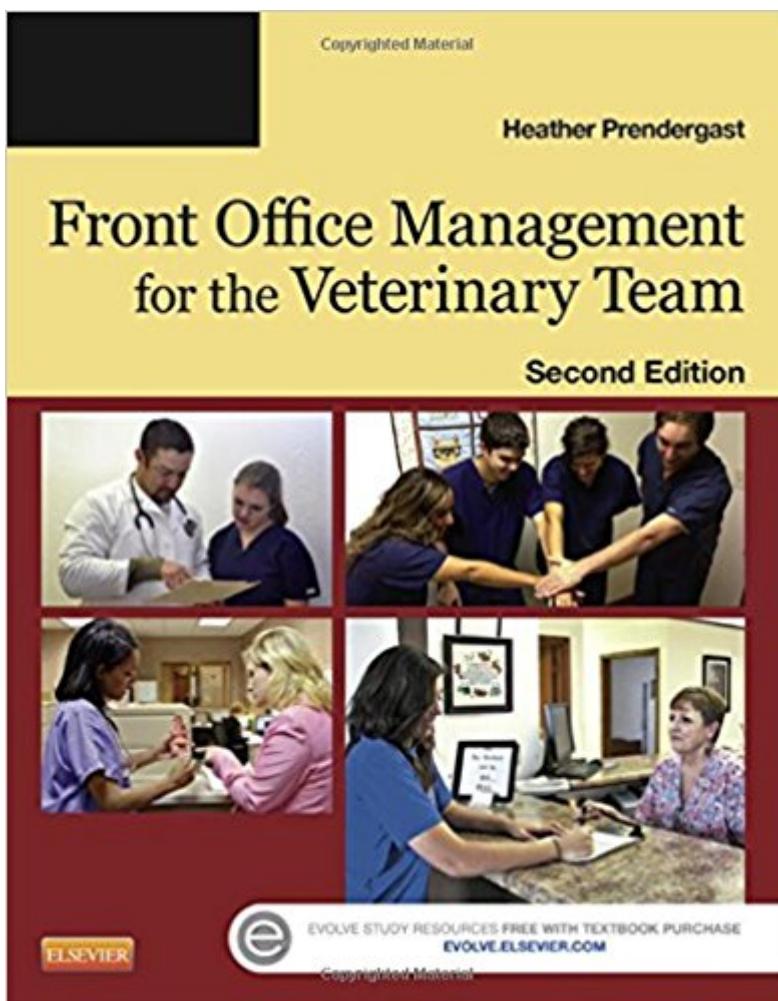


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# Front Office Management For The Veterinary Team, 2e



## Synopsis

A complete guide to veterinary office management, *Front Office Management for the Veterinary Team*, 2nd Edition focuses on the day-to-day front office skills you need to become a valuable member of the veterinary team. It covers duties ranging from scheduling appointments to billing and accounting, managing inventory and medical records, marketing, using outside diagnostic laboratory services, and communicating effectively and compassionately with clients. This edition includes an updated chapter on pet health insurance and wellness programs as well as updated coverage of office procedures and technology. Step-by-step instructions simplify essential front office tasks! Comprehensive coverage of front office skills includes telephone skills, appointment scheduling, admitting and discharging patients, and communicating with clients. Coverage of clinical assisting ranges from examinations and history taking for patients to kennels and boarding procedures, as well as radiology and laboratory procedures. *Veterinary Ethics and Legal Issues* chapter helps you protect the practice, and run an office based on ethical principles. An Evolve companion website lets you practice front office tasks with exercises in bookkeeping/accounts receivable, appointment management, and charting. Downloadable working forms offer practice in completing sample checks, laboratory forms, and incident reports. Review questions and suggested activities reinforce important concepts presented in each chapter. Information on electronic banking and tax forms ensures that you adhere to the latest financial guidelines. Information on security in office communication covers the most current methods of safe, electronic communication. Practice Point boxes highlight practical information to remember while on the job. UPDATED Pet Health Insurance and Wellness Programs chapter describes how pet insurance and wellness programs may be integrated into a successful business. UPDATED chapters include the most current information on team management, human resources, marketing, inventory management, and preparing and maintaining a budget. UPDATED coverage of technology and procedures includes new computer screen shots, new photos, revised What Would You Do/Not Do boxes addressing real-life situations, and a glossary, helping you make a smooth transition into the workplace.

## Book Information

Series: *Front Office Management for the Veterinary Team*

Paperback: 496 pages

Publisher: Saunders; 2 edition (July 16, 2014)

Language: English

ISBN-10: 032326185X

ISBN-13: 978-0323261852

Product Dimensions: 10.8 x 8.4 x 0.6 inches

Shipping Weight: 2 pounds (View shipping rates and policies)

Average Customer Review: 3.8 out of 5 stars 21 customer reviews

Best Sellers Rank: #39,047 in Books (See Top 100 in Books) #8 in Books > Medical Books > Administration & Medicine Economics > Practice Management & Reimbursement #8 in Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Practice Management & Reimbursement #23 in Books > Textbooks > Medicine & Health Sciences > Veterinary Medicine > General

## Customer Reviews

"From burn out, the medication log book or stock monitoring and not forgetting basic accountancy, all practice managers (or owners) will surely benefit from reading this book." Vets Today, December 2010 --This text refers to an out of print or unavailable edition of this title.

I purchased this book for a class. I personally do not enjoy the front management (reception) part of this class. I enjoy being a nurse rather than a receptionist. I did not find this book very enjoyable but only because of what I like to do in my profession. Although this book has great information on how to handle client, communication, legal documents, and the right way to do everything. I did find useful information that I even incorporated into the practice I work for. I since then have left so not sure if it's still being used. Overall a great book.

Wow. This is a boring, boring textbook. Maybe it's just because a lot of it involves common sense, but oh my, getting through my reading assignments for my class was quite the drudge.

On time and as described

Way too much text and not enough real life applications. It claims to come with a website but only instructors can access it. The test bank it comes with for instructors come with almost paragraph long questions and several sentence long possible answers- as many options as A-G. This makes tests extremely long and difficult. The tests from this book's test bank are also opinionated, yet the book in its reading does not state what its opinion or point of view is. This book was very frustrating for students and instructors.

I have a very hard time reading this book and staying awake but I'm unsure if it's the way the book is written or the subject matter.

Love it! My daughter actually got a good grade using this.

The information on information technology desperately needs reviewing by an IT professional. Most of the content is otherwise good.

Good quality and price.

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