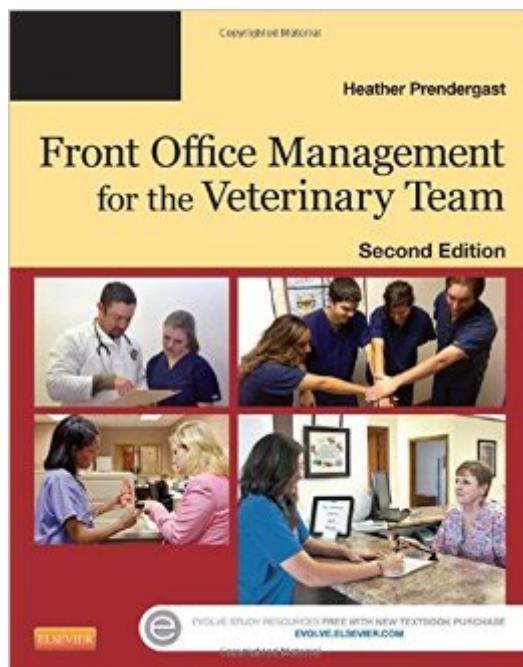


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# Front Office Management For The Veterinary Team, 2e



## 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

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Reimbursement #43 in Books > Textbooks > Medicine & Health Sciences > Veterinary Medicine

> General

## Customer Reviews

From the title, I thought this would be about improving the front desk. I was completely wrong. This is among the very best books I read while studying for my CVPM. It covers all aspects of the job, it's well organized, and it's well written.

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.

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.

This is a great first book to help you run a veterinary office. Easy to read and find chapters that you need. M Ramirez

its informative. the letters aren't too small. i would definitely recommend to anyone that is

considering the veterinary field. get it

Way to technical for the average reader. Lots of pages with tax information as well as examples of the forms that are outdated.

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.

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

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