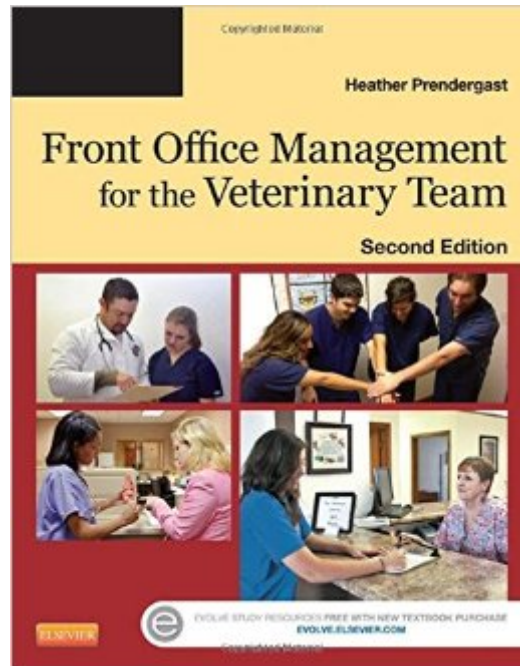


The book was found

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: 8.4 x 0.6 x 10.8 inches

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

Average Customer Review: 3.8 out of 5 stars See all reviews (17 customer reviews)

Best Sellers Rank: #87,264 in Books (See Top 100 in Books) #25 in Books > Textbooks >

Medicine & Health Sciences > Administration & Policy > Practice Management & Reimbursement

#28 in Books > Medical Books > Administration & Medicine Economics > Practice Management &

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 its 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 make tests extremely long and difficult. The tests from this book's test bank are also opinionated, yet the book in it's reading does not state what it's 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.

[Download to continue reading...](#)

Management: Take Charge of Your Team: Communication, Leadership, Coaching and Conflict Resolution (Team Management, Conflict Management, Team Building, ... Team Motivation, Employee E) Front Office Management for the Veterinary Team, 2e Managing Front Office Operations with Answer Sheet (AHLEI) (9th Edition) (AHLEI - Front Office Operations) Your Office: Microsoft Office 2016 Volume 1 (Your Office for Office 2016 Series) Your Office: Getting Started with Project Management (Your Office for Office 2013) Master the Veterinary Technician National Exam (VTNE) (Peterson's Master the Veterinary Technician National Exam) Veterinary Medical School Admission Requirements (VMSAR): 2015 Edition for 2016 Matriculation (Veterinary Medical School Admission Requirements in the United States and Canada) Veterinary Medical School Admission Requirements (VMSAR): 2016 Edition for 2017 Matriculation (Veterinary Medical School Admission Requirements in the United States and Canada) Disorders of the Oral Cavity, An Issue of Veterinary Clinics of North America: Exotic Animal Practice, 1e (The Clinics: Veterinary Medicine) Pathology & Parasitology for Veterinary Technicians (Veterinary Technology) Veterinary Assisting Fundamentals & Applications (Veterinary Technology) Professional Front Office Management Hotel Front Office Management Your Office: Microsoft Excel 2016 Comprehensive (Your Office for Office 2016 Series) Your Office: Microsoft Access 2016 Comprehensive (Your Office for Office 2016 Series) How to Start a Family Office: Blueprints for setting up your single family office (Family Office Club Book Series 3) Programming Microsoft Office 365 (includes Current Book Service): Covers Microsoft Graph, Office 365 applications, SharePoint Add-ins, Office 365 Groups, and more (Developer Reference) Infection Control and Management of Hazardous Materials for the Dental Team, 3e (INFECTION CONTROL & MGT/ HAZARDOUS MAT/ DENTAL TEAM (MILLER)) The Big Book of Team Building Games: Trust-Building Activities, Team Spirit Exercises, and Other Fun

Things to Do Team of One: Get the Sales Results of a Full Time Sales Team Without Actually Having One

[Dmca](#)