Syllabus

Course Number/Title: VT121 Medical Records

Year: Spring/Summer/Fall 2012

Department: Veterinary Technology

Credit Hours: 0.5

Required Text: Rockett, J., Lattanzio, C., and K. Anderson. <u>Patient Assessment, Intervention, and Documentation for the Veterinary Technician: A Guide to Developing Care Plans and SOAPs</u>. Clifton Park: Delmar, Cengage Learning, 2009. ISBN: 978-1-4180-6749-6.
Prendergast, Heather. <u>Front Office Management for the Veterinary Team</u>. St. Louis: Saunders (Elsevier), 2011. ISBN: 978-1-4377-0446-4.
Rockett, Jody and Chani Christensen. <u>Case Studies in Veterinary Technology: A Scenario-Based Critical Thinking Approach</u>, Heyburn: Rockett House Publishing, 2010. ISBN: 9780615435053.

Days/Time: Online

Instructor: Melissa Vogt, RVT

Room #: Online

Office Hours: 8:00 am – 4:00 pm CST M-F (except holidays)

Phone #: (785) 460-4727
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Course Placement: First Tier in the Distance Learning Veterinary Technology Program

Prerequisite: None

Email: melissa.vogt@colbycc.edu

Corequisite: None

Table of Contents
- [Rationale](#)
- [Course Description](#)
- [Course Outline](#)
- **Course Learning Objectives Assessed**
- [Course Competencies](#)
- [Methods of Instruction](#)
    a. [Required Textbooks](#)

Rationale: (back to Table of Contents)
Students will acquire job skill competencies for graduate veterinary technicians in the area of veterinary medical records.

Course Description: (back to Table of Contents)
This course covers the veterinary technician's role in performing physical examinations on animal patients and documentation in the medical record. Legal aspects of medical record keeping are included.

Course Outline: (back to Table of Contents)
  I. The legality and importance of medical records
  II. Introduction to critical thinking

a. What is critical thinking
b. Elements of critical thinking
    i. Identify the problem
    ii. Gather data
    iii. Identify possible answers or hypotheses
    iv. Evaluate results

III. Application of critical thinking skills
  a. Role of Veterinary Team Members
  b. Veterinary Technician Practice Model
    i. Identify the problem
    ii. Gather data
    iii. Identify and prioritize technician evaluations
    iv. Develop a plan of care and implement interventions
    v. Evaluate results

IV. Introduction to the Problem Oriented Veterinary Medical Record
  a. Minimum database
    i. History
    ii. Physical exam
    iii. Laboratory results
  b. Problem list
  c. SOAP notes
  d. Problem resolution

V. Introduction to the SOAP note
  a. The veterinarian driven SOAP note
    i. Subjective/objective data
    ii. Assessment
      1. Diagnosis
      2. Presumptive diagnosis
      3. Rule outs
    iii. Plan
      1. Diagnostic plan
      2. Treatment plan
      3. Client education plan
  b. Application of the SOAP note to veterinary technicians
    i. Subjective/objective data
    ii. Assessment or evaluation
    iii. Plan or intervention

VI. Documentation of SOAP notes
  a. Notations
    i. Why all the boxes?
    ii. Why it absolutely, positively has to be written down right now
    iii. What the big deal about backdating?
    iv. Documenting oral orders
  b. Medical administration and order records (MAOR)

Course Learning Objectives Assessed:
Perform and document initial and ongoing evaluations of physical, behavioral, nutrition, and environmental status of animals to provide for optimal animal/ client safety and health.

Course Competencies:
The learning outcomes and competencies detailed in this syllabus meet or exceed the learning outcomes and competencies specified by the Kansas Core Competency Project for this course.

Colby Community College is committed to the assessment of student learning and to quality education. This course is built upon the AVMA Essential and Required Tasks as published. Specific course competencies as described by the AVMA Essential and Required tasks are listed below. Students will be required to demonstrate proficiency in job competencies utilizing the following competency rating scale:

> 3: Excellent; able to work independently
> 2: Satisfactory; entry level skills
> 1: Unsatisfactory
> 0: Not applicable

Task ID   Standard Criteria

PH08	Demonstrate the ability to accurately record medical information

Method of Instruction: (back to Table of Contents)
Required Textbooks (back to Table of Contents)
Rockett, J., Lattanzio, C., and K. Anderson. Patient Assessment, Intervention, and Documentation for the Veterinary Technician: A Guide to Developing Care Plans and SOAPs. Clifton Park: Delmar, Cengage Learning, 2009. ISBN: 978-1-4180-6749-6.

Textbooks are offered for sale through the Colby Community College bookstore. Click HERE to access the CCC Bookstore web page.

It is the student's responsibility to have all required books and software, as well as operational equipment prior to the beginning of the course.

Library Resources (back to Table of Contents)
The Colby Community College Library resources can be accessed at http://www.colbycc.edu/current-students/library.

Special Administrative Deadlines (back to Table of Contents)
Administrative deadlines for course drop/add/withdrawal/refunds may be found in the Colby Community College Catalog.

Technology Requirements: (back to Table of Contents)
The Distance Learning Veterinary Technology Program uses eCollege as its course management system. In order to access eCollege, email, and other web-based applications, students are required to have a computer with a reliable high speed Internet connection. A web cam and headset with a microphone are also required. Mentorship courses will also require a video camcorder and tripod for use when recording AVMA Essential and Recommended Skills that are hands-on tasks.

The eCollege Minimum System Requirements are meant to serve as a guideline for what is acceptable to access most courses using technology. Be aware that some courses may utilize more advanced technologies and the Minimum System Requirements may be limiting.

Click HERE for a list of the technical requirements.

Students are required to have a recent version of Microsoft Word and Microsoft PowerPoint to access course material. Compatible open source word processing and presentation software may be obtained at http://www.openoffice.org. Assignments must be submitted in .docx or .rtf formats.

Use of antivirus software is strongly recommended.

Students are required to have all necessary software and have all equipment operational prior to the beginning of the course. Students assume responsibility for their own software and/or hardware issues. Students with technical difficulties should obtain technical support as soon as possible.

Online Helpdesks: (back to Table of Contents)
CCC Helpdesk: Contact the CCC Helpdesk for password resets and issues that involve logging in through ePortal. The CCC Helpdesk is available Monday-Friday, 8am to 5pm CST by phone at (785) 460-5541 or by email at support@colbycc.edu.

eCollege Helpdesk: Contact the eCollege Helpdesk for technical issues related to eCourse or eCompanion classes. To speak with a technician 24 hours a day, 7 days a week, call (866) 365-8326.

EduKan Webpage Helpdesk: Problems with the course web page should be reported to the EduKan Helpdesk by phone at (866) 365-8326 or by email at helpdesk@edukan.ecollege.com.

Communication (back to Table of Contents)
Instructor Questions (back to Table of Contents)
Course related questions that are private in nature should be emailed directly to the instructor following the email message formatting guidelines listed below.

Questions related to the course content, assignments, and exams that are not confidential in nature should be posted on the Course Discussion Board under the Course Home tab for the benefit of other students that may have similar questions.

Response Times (back to Table of Contents)
The instructor will respond to student questions within two (2) business days. In the event of unforeseen circumstances (illness, power outages, weather-related issues, etc.), the instructor will notify students as soon as possible via the course announcements or via email if delayed response times are anticipated.

Email Message Formatting Guidelines (back to Table of Contents)
Email correspondence to the instructor must list the course name and section number in the heading title in the subject line. For example, "VT119 01" in the subject line would indicate to the instructor that the student is sending an email regarding the course VT119 Breeds of Domestic Animals, course section number 01. In the message of the email, please be as detailed as possible. For example, questions regarding a specific assignment should include the complete assignment name along with the problem number about which you are asking. Please explain your question(s) in detail. Please be sure to include your first and last name at the end of your email message.

Students are strongly encouraged to check college email accounts daily to avoid missing important course-related information.

Online Study Sessions (back to Table of Contents)
Students enrolled in this course may use the course chat feature to study with their classmates and ask each other questions about the course material. Students should schedule chat room

study session meeting times with their peers via the Cyber Cafe Discussion Board located under the Course Home Tab.

Instructional Method (back to Table of Contents)

    Online Sessions (back to Table of Contents)

This course will utilize the eCollege platform. Distance Learning Veterinary Technology Program courses are fully online with the exception of mentorship courses. In addition to utilizing the online platform, mentorship courses also require students to either volunteer or work in a veterinary facility in order to complete the course requirements.

The online course unit for each week will begin on Monday (Day 1) and end on Sunday (Day 7). If an assignment is due on Day 2 (Wednesday), it must be posted no later than Wednesday of that week at 11:59 pm Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable).

This course is outlined in fourteen units, with each unit represented by a tab on the left side of the screen. You should begin by reading the information located under the Course Home tab. Under the Course Home tab, you will find the course syllabus, a syllabus quiz, getting started information, course outline, course discussion board, and the Cyber Cafe discussion board.

Print out the syllabus and course outline for your records, as you will need to refer to these documents often.

You must complete the syllabus quiz during the first week of the course. After completing the syllabus quiz, you will have access to the material under each unit.

Complete the units in sequence as presented in the course outline. You will have one week to complete each online course unit. The online course unit for each week will begin on Monday (Day 1) and end on Sunday (Day 7).

Weekly lectures posted to the class forum will guide the class discussion. Each week supplemental online resources listed on the class forum and/or assigned reading from the textbook(s) (if applicable) will serve as required reading. Each week students must answer three separate Discussion Board questions as discussed in the attendance section.

Within each unit, you will find a reading assignment (if applicable), practice assignment(s), discussion board assignment, and a quiz and/or examination. Assignments, quizzes, and examinations are online.

    Weekly Practice Assignments (back to Table of Contents)

Weekly practice assignments are located under each unit tab.

Weekly practice assignments will open at the beginning of each unit ((Day 1) Monday) and remain open until the close of the unit (Day 7 (Sunday)). The weekly practice assignment(s) may be taken as many times as you wish until the unit closes at the end of the week (Day 7 (Sunday)). The final score earned will be the score recorded in the grade book. Taking practice assignments multiple times is an excellent method of preparing for major exams as they may contain many similar questions.

    Quizzes (back to Table of Contents)

Quizzes are located under unit tabs.

This course will have timed, on-line quizzes. The quizzes will open on Day 1 (Monday) and will close on Day 7 (Sunday) at 11:59 pm Central Time. The timed quizzes may be accessed ONLY ONE TIME, so be prepared before you take the quiz. The quiz will close after the specified time.

Please be sure to read each question and answer choice carefully and check over the quiz before submission.

Exams
Exams are located under unit tabs.

This course will have proctored, timed, on-line examinations. The major examinations found in the applicable unit will open on Day 1 (Monday) and will close on Day 7 (Sunday) at 11:59 pm Central Time. The major examinations may be accessed ONLY ONE TIME, so be prepared before you take the examination. The examination will close after a specified time (usually 60 minutes, unless specified otherwise).

The major examinations will require your proctor to enter the exam password to grant you access to the examination. The exam password will be emailed to your proctor the week prior to the examination. Be sure to confirm with your proctor that he/she has received the exam password.

No class notes, textbooks, or other type of outside assistance is allowed during an examination. A simple, non-programmable calculator is permitted. Cell phones and other electronic devices must remain off during the examination. Please be sure to read each question and answer choice carefully, and check over the exam before submission.

Discussion Board Assignments
A weekly discussion board assignment is posted for each unit under the unit tab.

Discussion board assignments require students to expand on the topic or question provided by the instructor. For each unit, students are required to enter one original response to the discussion board assignment, plus two additional responses to peer comments. In other words, three entries per discussion board are required.

Your first response to the weekly unit discussion board post is due by Day 3 (Wednesday) at 11:59 pm Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable). The final two responses are due between Day 4 (Thursday) at 12:01 am Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable) and Day 7 (Sunday) at 11:59 pm Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable).

In order to receive full credit, your discussions must be substantial. A substantial post will add new information or a new perspective to the post. The student must demonstrate an understanding of the course material. Simple posts, that simply state "I agree" or "I think so, too" will not be considered substantial. In addition, posts unrelated to the topic will not be considered substantial.

Students are reminded to be courteous, thoughtful, considerate, sensitive, restrained, and professional when responding to discussion board posts.

Professionalism should be reflected in all student work, including discussion board posts. This includes the use of proper grammar, professional language and terminology, and correct spelling.

Method of Evaluation: (back to Table of Contents)
Students should expect to spend 3 hours per week per course credit hour studying. Many successful students will spend 4-6 hours per week per course credit hour studying.

The instructor will post grades within 3 business days of assignment submission.

All points awarded in this course are converted to a letter grade according to the following scale:

90 -	100%	=	A
80 -	89%	=	B
70 -	79%	=	C
	< 70%	=	F

	Points
Exams ()	
Quizzes ()	
Practice Assignments ()	
Assessments ()	
Discussion Boards ()	
TOTAL	

Course Requirements: (back to Table of Contents)
    Ethics (back to Table of Contents)
As a student of the Colby Community College Veterinary Technology program, you will abide by all rules and regulations published by Colby Community College and the Veterinary Technology Distance Learning Program, and you will agree that you are subject to the jurisdiction of all disciplinary panels and procedures established by Colby Community College and the Veterinary Technology Program to address violations of rules or the honor code.

    Electronic Communications Privacy Act (back to Table of Contents)
The Electronic Communications Privacy Act can be found online at http://fedlaw.gsa.gov/legal7.htm.

The following protects the instructor's intellectual property: Digital Millennium Copyright Act (DCMA).

The PowerPoint note files that are available online are copyrighted and are the intellectual property of the instructor and Colby Community College. PowerPoint note files cannot be used in any way by the student for financial gain or shared with others outside of the course. The note files are protected 70 years after the death of the author or 95 years from the date of their publication.

    Laws and Policies (back to Table of Contents)
The student is protected by **FERPA** (Family Education Rights and Privacy Act), which protects student records including personal contact information, health information and grades. www.ed.gov

ADA (American with Disabilities Act) can be found at www.fedlaw.gsa.gov/legal7.htm

DCMA (Digital Millennium Copyright Act of 1998) protects the instructor's intellectual property, which includes PowerPoint note files.

The Technology, Educations and Copyright Harmonization Act (TEACH) of 2002 provides educators with a separate set of rights (in addition to fair use), to display or show and perform or play others' works regardless of medium, to a distance learner online with no limitations and no permissions required. **Fair Use of Copyright Act (1976) Section 107** includes "fair use" exceptions in utilizing copyrights media for teaching, scholarship and research.

The digital materials used for this course come with the legal permissions and releases of copyright holders. These course materials should be used for educational purposes only; they should not be distributed electronically or otherwise beyond the confines of this course.

Students own copyright to what they create.

Privacy (back to Table of Contents)

The Colby Community College Veterinary Technology Distance Learning Program uses eCollege as a learning management platform. As a user of Internet courses of eCollege, you will respect the privacy of other users, the integrity of the computer systems, and other user's data. It is your responsibility to respect the copyright protection of all licensed computer software used by eCollege and Colby Community College. You will not violate the security of the eCollege or Colby Community College system through hacking, phishing, or running malicious programs such as spyware, viruses, and other unauthorized web content. You will not harass, stalk, threaten, abuse, insult, or humiliate any student, instructor, or administrator using the eCollege computer system or any other computer system utilized by Colby Community College. If you have been found guilty of any of the actions identified above by Colby Community College, you will then be banned from enrolling in any Colby Community College course.

Classroom Environment (back to Table of Contents)

You will respect the Colby Community College online classroom environment. You will not intentionally obstruct, disrupt or interfere with the teaching and learning that occurs on the website used by the Veterinary Technology Program. You will not engage in any activity that demeans another student, instructor, or administrator. Such activities include, but are not limited to, oral and written communication that is ethnically derogatory, sexist, or racist in nature; unwanted sexual advances or intimidation, or profane communication in any manner.

Consequences (back to Table of Contents)

As a student in the Colby Community College Veterinary Technology Distance Learning Program, you are held accountable for upholding not only civil and criminal laws, but Colby Community College standards as well. You will be held liable for monetary damages for any such wrongful actions you undertake. Should Colby Community College pursue legal action against you, the venue will be the State of Kansas. Enrollment confers neither immunity nor special consideration with reference to civil and criminal laws. Disciplinary action by Colby Community College will not be subject to postponement on the grounds that criminal charges involving the same incident have been dismissed, reduced, or are pending in a civil or criminal court. In addition, Colby Community College reserves the right to pursue disciplinary action if a student violates a standard and withdraws from the college before administrative action is final.

Please refer to the Colby Community College Student Code of Conduct.

Assignment Policy: (back to Table of Contents)

The course will include a variety of online assignments including practice assignments, homework, quizzes, and examinations. Other assignments that may be included are Internet exercises, cases, group projects, and papers.

Late assignments will not be accepted, unless due to extenuating circumstances such as an illness (a physician's note is required) or death of an immediate family member (an obituary is required). Proof of absence may be faxed, or scanned and emailed to the instructor. All assignments are due by 11:59 PM Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable) on the due date.

Computer awkwardness is not an excuse for late assignments. If your computer is not working, consider using one at a public library or borrow one from a friend. If you are uncomfortable using a computer, spend a few hours becoming familiar with it. It is your responsibility to turn in homework on time.

In the event that the course drop box is unavailable or offline, assignments should be sent as an email attachment directly to the instructor following the email message formatting guidelines.

Students must have their full name included on all assignments submitted in the course drop box or emailed to the course instructor.

All practice assignments, homework, quizzes, exams, and so forth are to be completed solely by you. The only exception will include group/ collaborative projects explicitly assigned as such by your instructor. You will not submit work that is plagiarized or that otherwise violates copyright laws of the United States of America. Students found guilty of academic dishonesty will be dealt with as outlined in the Student Code of Conduct found in the Colby Community College Catalog.

Students must respect the confidentiality of student and instructor responses, including but not limited to discussion board posts and peer-reviewed assignments.

Test Policy: (back to Table of Contents)
This course will have proctored, timed, on-line examinations. The major examinations found in the applicable unit will open on Day 1 (Monday) and will close on Day 7 (Sunday) at 11:59 pm Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable. The major examinations may be accessed ONLY ONE TIME, so be prepared before you take the examination. The examination will close after a specified time (usually 60 minutes, unless specified otherwise).

The major examinations will require your proctor to enter the exam password to grant you access to the examination. The exam password will be emailed to your proctor the week prior to the examination. Be sure to confirm with your proctor that he/she has received the exam password.

No class notes, textbooks, or other type of outside assistance is allowed during an examination. A simple, non-programmable calculator is permitted. Cell phones and other electronic devices must remain off during the examination. Please be sure to read each question and answer choice carefully, and check over the exam before submission.

Late examinations will not be accepted, unless due to extenuating circumstances such as illness (a physician's note is required) or death of an immediate family member (an obituary is required). Proof of absence may be faxed, or scanned and emailed to the instructor. All examinations are due by Day 7 (Sunday) at 11:59 PM Central Time (Central Daylight Time (CDT) or Central Standard Time (CST), as applicable).

Attendance Policy: (back to Table of Contents)

Students in online classes are expected to attend class each week. Attendance is defined as completing online assignments and submitting substantial discussion board posts as defined in the discussion board assignment section of this document.

Colby Community College views class attendance as a mandatory activity, including in online courses. However, if a student must be absent, arrangements should be made in advance of the absence with the instructor(s). It is always the student's responsibility to notify instructors of any absence due to illness or any other reason.

Excessive absences may result in a student being withdrawn from class by the instructor. An instructor may withdraw a student for non- attendance only at mid-semester and only if (1) the student has attended the class during the certification period and (2) the student has missed more than 1/3 of the total class meetings without any attempt by the student to make arrangements with the instructor. This withdrawal will be recorded as a WF. The instructor must provide the dates of attendance and complete the withdrawal form. A student withdrawn for non-attendance may file an appeal with the Dean of Academic Affairs. This appeal must be filed by the 12th week of classes.

Academic Integrity
Colby Community College defines academic integrity as learning that leads to the development of knowledge and/or skills without any form of cheating or plagiarism. This learning requires respect for Colby's institutional values of quality, service and integrity. All Colby Community College students, faculty, staff, and administrators are responsible for upholding academic integrity.

Cheating is giving, receiving, or using unauthorized help on individual and group academic exercises such as papers, quizzes, tests, and presentations through any delivery system in any learning environment. This includes impersonating another student, sharing content without authorization, fabricating data, and altering academic documents, including records, with or without the use of personal and college electronic devices.

Plagiarism is representing or turning in someone else's work without proper citation of the source. This includes unacknowledged paraphrase, quotation, or complete use of someone else's work in any form. It also includes citing work that is not used and taking credit for a group project without contributing to it.

The following procedure will be used for students who violate the policy:
- First Offense – Student will receive a zero for the assignment and the student will be reported to the Dean of Academic Affairs.
- Second Offense – The student will be reported to the Dean of Academic Affairs and removed from the class.
- Third Offense – The student will be reported to the Dean of Academic Affairs and dismissed from the college.

Any questions about this policy may be referred to the Dean of Academic Affairs.

Assessment: (back to Table of Contents)
Colby Community College assesses student learning at several levels: general education, program, and course. The goal of these assessment activities is to improve student learning. As a student in this course, you will participate in various assessment activities. An example of your work, a paper, some test questions, a presentation, or other work may be selected for assessment. This process will not affect your grade, will not require you do additional work, and your evaluation will be confidentially handled. Results of these activities will be used to improve teaching and learning at Colby Community College.

Syllabus Information Disclaimer: (back to Table of Contents)
I reserve the right to change any information contained in this document, when necessary, with adequate notice given to the students. Notice shall be given in the classroom during class. No other notice is required. It is the students' responsibility to stay current with any changes, modifications, adjustments or amendments that are made to this document.

Accommodations for Students with Disabilities: (back to Table of Contents)
According to the Americans with Disabilities Act, it is the responsibility of each student with a disability to notify the college of his/her disability and to request accommodation. If a member of the class has a documented learning disability or a physical disability and needs special accommodations, he/she should contact Student Support Services, which is located in the Student Union.

Equipment: (back to Table of Contents)
To be announced.

Bibliography: (back to Table of Contents)
None

Recommended Resources: (back to Table of Contents)
None