

# Accredited Veterinary Receptionist



## At a glance...

### Customised Provision

Delivery Method: Online

Prerequisites: Must be working in veterinary practice, full or part time.

## Introduction

The **Accredited Veterinary Receptionist (AVR)** is a qualification that trains veterinary receptionists in the skills, knowledge and mindsets required to contribute to the practice's overall goals of clinical resolution, client satisfaction, financial resolution and colleague satisfaction.

## Overview in brief

The AVR Award is completed over 3 levels and is available in two versions; Companion Animal and Equine.

## The finer details

Level 1 comprises a series of 8 webinars. The webinars are based around the key 'contact times' within the client journey as well as covering the essential knowledge and skills veterinary receptionists need to know about working in veterinary practice

Level 2 helps receptionists and practice managers define their actual policies and protocols with respect to each area covered. This level is delivered as 100 online worksheets. Learners will assign a 'Coach' within their practice who will verify their worksheets as they complete each section.

Level 3: learners will demonstrate that they can apply what they have learnt in levels 1 & 2, to cope and adapt when things don't go to plan. Learners will be required to complete a series of tasks, short answer and multiple-choice questions in the following 5 online modules:

1. Bereavement and Condolences
2. Information and Communication Technology
3. Mental Health and Wellbeing
4. BVRA's Guide to Conduct and Contribution
5. Managing Challenging Situations



## Who should attend?

Anyone who works in a receptionist/front of house role within veterinary practice, either full or part-time, including veterinary nurses, animal care assistants and practice managers.



## What will be covered?

By the end of the course, you'll be able to:

Acquire the skills and knowledge required to contribute to the four outcomes in veterinary practice: Clinical Resolution, Client Satisfaction, Financial Resolution and Colleague Satisfaction as follow:

- Understand the basic principles to ensure a prompt, polite and purposeful client experience in all situations.
- Understand and anticipate why clients may react in a certain way, recognise and be able to deal with the emotions that are the most likely triggers to these reactions.
- Understand the principles of preventative healthcare services and products.
- Understand the different types of endoparasites and ectoparasites.
- Dealing and handling insurance claims.
- Recognise and understand the core symptoms that represent emergencies.
- Understanding the importance of good diary management.
- Understand the basic principles when clients arrive and are waiting.
- Understand the different stages of grief and offer bereavement support.
- Understand the basic principles of information and communication technology.
- Recognise the importance of mental health and wellbeing.
- Understand the different classifications of medicines, how to handle, store and dispense them and who can prescribe them within the practice.
- Knowledge of the regulatory context in which a veterinary practice operates.

