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Medical

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Certificate of Veterinary Practice Management



Question: 78

Karen, the practice manager, oversees all aspects of ABC Animal Hospital. Karen is viewed as being a dreamer; she does not understand all aspects of the veterinary business, but always completes her job. Employees tend to be rude to Karen in their dealing with her. Under the Contingency Leadership Theory, what type of leadership style does Karen have?

- A. Situational
- B. Task oriented
- C. Motivational
- D. Relationship oriented

Answer: B

Under the Contingency Leadership Theory, Karen has a task oriented leadership style. Task oriented leaders focus on getting the task completed, rather than the people involved in completing the task.

Question: 79

Under the Model Infection Control Plan for Veterinary Practices, what protective action should be taken during the intake of animals?

- A. Avoid bringing aggressive or potentially infectious animals in through the reception area
- B. Wear appropriate protective outerwear, and wash hands before and after examination of individual animals or animal groups
- C. If an animal is suspected of having a notifiable infectious or a foreign animal disease, consult with the State Veterinarian
- D. Wear gloves and facial protection

Answer: A

Under the Model Infection Control Plan for Veterinary Practices, avoiding bringing aggressive or potentially infectious animals in through the reception area

is a protective action. If they must come through the main entrance, if possible, carry the animal or place it on a gurney so that it can be taken directly into a designated examination room.

Question: 80

The Veterinary Hospital Manager's Association classifies job descriptions based on duties and responsibilities in the hospital. Although there are many crossovers, what is the primary difference between an office manager and a practice manager?

- A. Office managers primarily deal with the front desk, while the scope of practice managers is hospital wide
- B. Office managers are responsible for seeing that administrative policies are met and a practice manager is charged with the responsibility of managing the business activities
- C. Office managers are supervisors, while practice managers are managers
- D. Office managers do not have a degree, while a practice manager does

Answer: B

Although there are many crossovers, the primary difference is that office managers are responsible for seeing that administrative policies are met and a practice manager is charged with the responsibility of managing the business activities. In general, office managers perform many tasks relating to human resources and public relations, while practice managers perform more tasks related to organizational function, law, and ethics.

Question: 81

The ancillary services expense account (from the American Animal Hospital Association's chart of accounts) details expenses that occur from which of the following activities?

- A. Office visits
- B. Surgery
- C. Vaccinations
- D. Boarding

Answer: D

The ancillary services expense account (from the American Animal Hospital Association's chart of accounts) details expenses that occur from boarding. Food, grooming, and retail products also fall into this category.

Question: 82

What is the professional association for equine veterinarians, with a mission to improve the health and welfare of horses and further professional development, called?

- A. Society for Theriogenology
- B. American Horse Show Association
- C. American Association of Equine Practitioners
- D. Society for Equine Practitioners

Answer: C

The professional association for equine veterinarians, with a mission to improve the health and welfare of horses and further professional development, is called the American Association of Equine Practitioners (AAEP).

Question: 83

An effective veterinary appointment schedule should accomplish which of the following two goals?

- A. Be filled to capacity and no time overlap
- B. Keep the veterinarians as busy as possible and eliminate technical staff down time
- C. Eliminate client wait time and maximize efficiency of staff
- D. Client convenience and slots filled according to staffing availability

Answer: C

An effective veterinary appointment schedule should accomplish two goals: eliminate client wait time and maximize efficiency of staff. Because appointment

schedules are arranged on blocks of time, the minimum time slots for availability should be between 10 - 20 minutes, depending on the procedure to be performed.

Question: 84

When considering the safety of operating a surgical laser, which of the following injuries poses the greatest risk to employees?

- A. Hair loss
- B. Allergic reaction
- C. Skin burns
- D. Eye damage

Answer: D

When considering the safety of operating a surgical laser, eye damage poses the greatest risk to employees. The cornea and lens of the eye focus the light beam to a very small spot on the retina. Vision damage is usually severe and can result in blindness.



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