

AAVEEC Staff

Team Roles

Updated March 2023



What do you mean, you have to look us up? Her name is BELLA. She's been there before!



someecards
user card

Client Service Representatives (CSR)

**CLIENT: HI. I WANTED TO ASK A QUESTION ABOUT MY DOG.
ME: SURE. WHAT KIND OF DOG IS IT?**

**CLIENT: WELL, HE'S A RESCUE.
ME: ...THAT'S NOT A BREED.**





Responsibilities

- Answer multi-line phones
- Direct clients within hospital
- Input patient data into ezyVet and update records accordingly
- Communicate treatment plans and costs to clients
- Facilitate and process payments
- Scan medical records into database
- Coordinate communication between referring veterinarians and ER DVMs
- Educate clients on patient issues
- Provide grief support and comfort
- Point of contact for Health Department



Supervisor(s): Jennifer Cox



Veterinary Assistants



Veterinary Assistant



What my friends think I do.



What my mom thinks I do.



What society thinks I do.



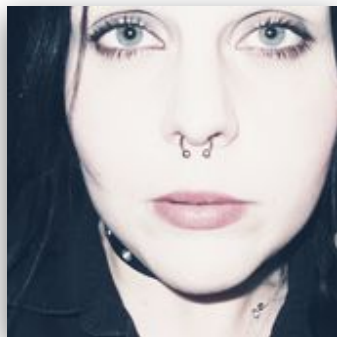
What my clients think I do.



What I think I do.



What I actually do.



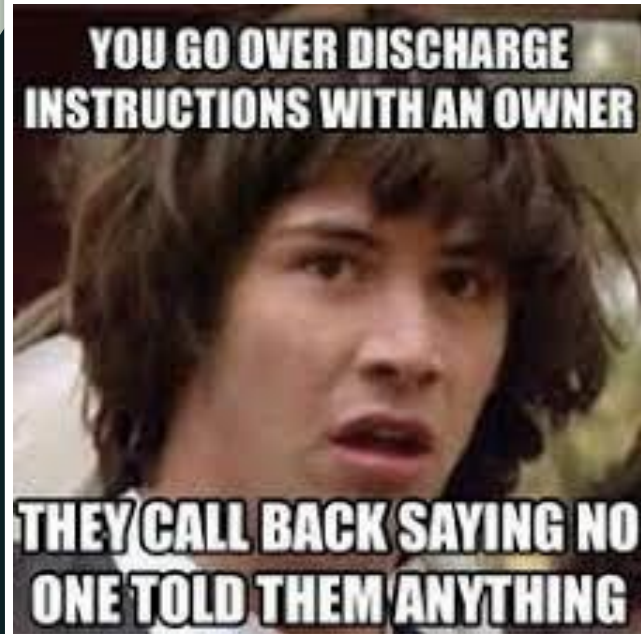
Responsibilities

- Patient restraint
- Take radiographs
- Run labwork in-house
 - CBCs
 - Chemistries
 - SNAP Tests
 - Urinalyses
- Send labwork to outside labs
- Body care
- Set up surgery suite and procedures
- Clean surgery suite and procedures
- Instrument sterilization
- General hospital maintenance
 - Stocking
 - Cleaning
 - Dishes
 - Laundry

Supervisor(s): Kayti McClanahan



Veterinary Admin Team





Responsibilities

- Client communication
 - Status updates
 - Diagnostic results
 - Coordinate owner visits
- Doctor-client liaison
- Assist with DVM exams
- Fill in DVM notes, SOAPs
- Facilitate patient discharges
 - In-patient pets
 - Review discharge information
- Fill medication prescriptions
- Add charges to invoices as needed
- Bill auditing
 - Review SmartFlow
 - Review ezyVet

Supervisor(s): Brandy Mearman



Triage Technicians



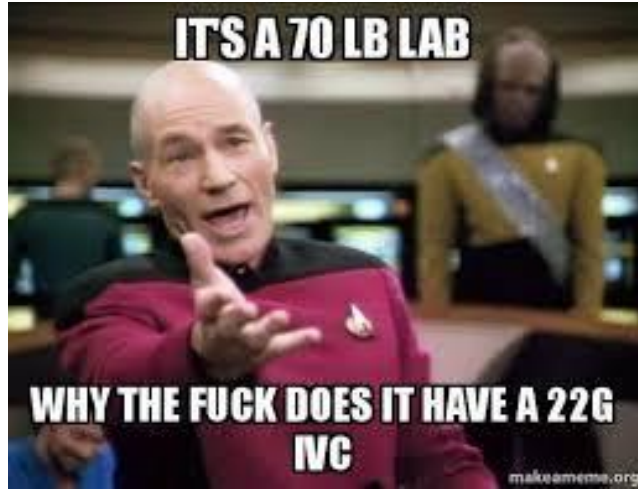
When that old ass Yorkie with 3 teeth
tries to bite you...



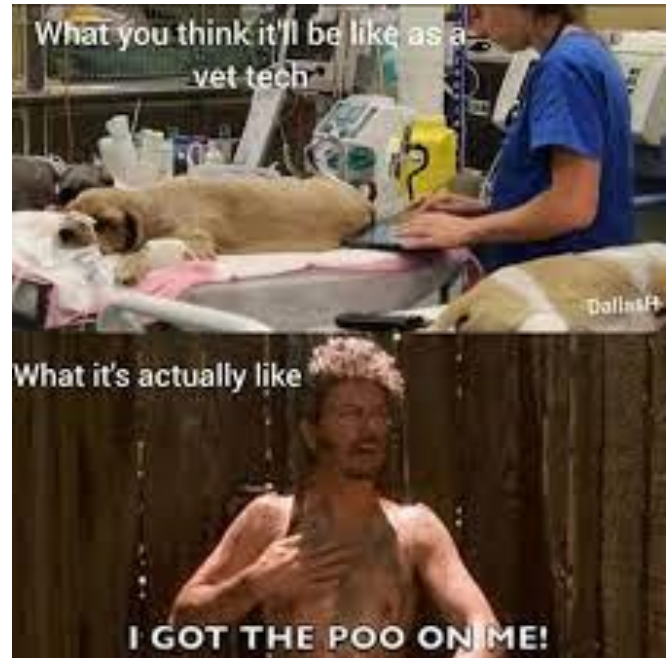
Responsibilities

- Owner communication
- Patient assessment and intake
- Obtain initial vitals
- Enter information into SmartFlow
 - Vitals
 - Weight (kg)
 - Consent
 - Rabies Status
- Print cage card, affix labels
- Place initial e-collar when indicated
- Communicate with Shift Leads and doctors regarding incoming patients
- Technician responsibilities
 - Take radiographs
 - Draw blood
 - Obtain BPs
 - Assist in DVM exams

Supervisor(s): Kelsey Katz, RVT



Veterinary Technicians



VET TECH



What my friends think I do



What my mom thinks I do



What society thinks I do



What clients think I do



What I think I do



What I really do



Responsibilities

- Patient nursing care
- Venipuncture
 - Blood draws
 - IVC placement
- Take radiographs
- Perform requested diagnostics
 - Doppler BP
 - ECG
 - SPO2
- Place nasal tubes (O2, NE, NG)
- Pass/place urinary catheters (male dog)
- Monitor anesthesia and assist in:
 - Surgery
 - Procedures
 - Endoscopy
- Assist DVMs
- Client updates
- Care for Specialty Services cases

Supervisor(s): Shift Leads (AW, SS, KJ, BB, AS, BC), Specialty: KB, SD

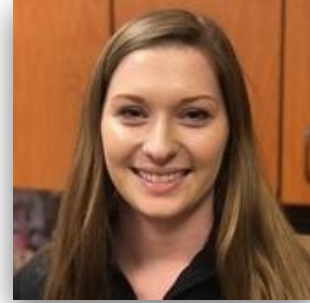
Color Rotation



Clear Rotation



Services Leads





Doctors





Responsibilities

- Examine patients
- Communicate with owners
- Formulate diagnostic plan in SmartFlow
 - Bloodwork
 - Radiographs
 - Ultrasound
 - Other (IOP, BP, SPO2 ,ECG)
 - Specialty consults
- Interpret diagnostic results and decide on treatment plan (in SmartFlow)
 - Outpatient
 - Inpatient
 - Transfer
 - Euthanasia
- Perform euthanasia
- Client billing

Supervisor(s): Dr. Tommy Kozek



Administrative Staff

YOU WORK WITH ANIMALS?



SURE, WE'LL TRIM HIS NAILS



**DURING THE BLOOD
TRANSFUSION**

**ONE DOES NOT SIMPLY PLACE AN
IV CATHETER IN A 2 POUND PUPPY**



WITHOUT MAD TECH SKILLS

**THE FACE I MAKE
AT MY PATIENT**



**WHEN THEY'RE
CHEWING THEIR IV
CATHETER**

Responsibilities

- **Joe Graham**
 - Hospital Director
- **Sharon Myrick**
 - Billing, accounting
 - Employee reimbursement
- **Lisa Boehme**
 - Purchasing manager
 - Acquires blood products for hospital
- **Amanda Bargas**
 - Equipment maintenance, repairs
 - Workman's Compensation
 - Technology troubleshooting
- **Liz Reed**
 - Education Program
 - Website management
- **Diana Vasquez**
 - HR
- **Adriane Watkins** - Social outreach

Thanks!



**Anne Arundel Veterinary
Emergency Clinic**