**ACC Fundamentals Study Questions**

1. Be able to give directions coming from either South County or North County on 101 or from within San Luis (hint – for people within San Luis, orient them to Trader Joe’s or Kennedy Nautilus (or the airport if needed) & give directions form there. When giving directions always use a variety of descriptions (turn rt/left after 1 mi and also, “across from Kennedy you will see a small tall purple building”) ALWAYS tell them to go past the building to get to the parking lot – orient people to the front door.
2. Be able to quickly recite our hours – both when we are open and when we start seeing appts. Know when we are open and there are no doctors available.
3. Where did each doctor go to vet school?
4. Only one doctor never attended Cal Poly – which one?
5. When did each doctor join the practice?
6. Which doctor worked at ACC while a student at Cal Poly?
7. Which doctor did a medical internship?
8. Which doctor has a specialty certification – what is that specialty (in words – not abbreviation!)
9. Which doctor has a special interest in behavior?
10. Which doctors like to see “pocket pets” (rodents) – all of them will see pocket pets, but only one likes it!
11. What is considered a procedure and thus requires a nursing team member to schedule the appt?
12. What is a wellness exam vs a medical exam (exam other)?
13. What constitutes a recheck – in the minds of ACC? (not according to a client)
14. What is a nursing exam?
15. What is an IPOP appointment?
16. When speaking to a client about a procedural appointment, is it okay for you to look at the schedule and say “It looks like there is an opening with Dr. Tao on Thursday, let me get a nursing team member to confirm that and go over the details with you”?
17. Know the price for everything listed in this packet – know it well and fast & easy
18. What information is required to set up a lodge appointment
19. Is it okay to tell someone they have a lodge reservation for a certain date and you will confirm it as soon as you get the vaccine records?
20. Is it okay for a front desk person to make a lodge reservation?
21. If you look at the lodge reservation schedule and cannot see an opening, what should you do? Tell the owner we are full or refer to a lodge employee?
22. Be able to list off the top of your head, 5 things to describe our spays/neuters that might not be true at every vet hospital.
23. In general, when do we have animals come back for suture removal after a spay or neuter at ACC?
24. Which of the following is true
    1. We send home pain meds with every spay or neuter – the owner gives at home
    2. We give a long lasting pain injection that keeps pets pain free
    3. Pets don’t feel pain like people do and thus don’t need meds to go home
25. At what age do we recommend spay/neuter?
26. Why do we recommend spaying at a young age?
27. Why do we recommend neutering at a young age?
28. At what age does the price of a spay/neuter go up? Why? (2 reasons)
29. When a client calls to ask how much a spay costs, what things should you ask before you start describing the procedure?
30. When a client calls for the price of a service, should you give the price
    1. Right away to answer them quickly
    2. Only after a description of the service that is tailored to that particular pet
31. Why is there a range in the cost for a spay, neuter or dental?
32. What is removed in a spay? A neuter?
33. What is the increased fee for a dog in heat when getting spayed?
34. How much do we charge for an animal to spend the night the evening before a spay/neuter/dental?
35. At about what time are pets who were spayed/neutered ready to go home?
36. Why do we not charge for spays and neuters by weight?
37. What is isoflurane? Is sevoflurane safer?
38. When a client calls to ask the price of vaccines, what information should you get before you start talking about prices?
39. When a client calls to ask about vaccines, what other things should you discuss with them?
40. Be able to fill in these blanks: “We give \_\_\_\_\_\_\_\_\_\_vaccine to puppies every \_\_\_\_\_\_weeks until they are \_\_\_\_\_\_\_ months old.”
41. At what age do we first give rabies vaccines to dogs? To cats?
42. Be able to fill in these blanks: “We give CPRT vaccine to kittens every \_\_\_\_\_\_weeks until they are \_\_\_\_\_\_\_ months old.”
43. When do we first give the FeLV vaccine? To dogs or cats?
44. When do we booster the FeLV vax in a kitten under 6 months of age?
45. When do we first test for FeLV?
46. After a puppy or kitten has finished its “baby” vaccine series, when do we next booster DAP? Rabies? CPRT? FeLV?
47. In an adult animal who has had proper early vaccines and boosters, how often do we vaccinate for DAP? Rabies? FeLV? CPRT?
48. Which vaccines do we recommend for cats that are 100% indoors?
49. Do we require Bordetella for lodging guests? Why or why not?
50. What do the letters stand for in DAP, CPRT. FeLV?
51. What is kennel cough?
52. When do we recommend intestinal parasite exams (fecals)?
53. When do we recommend the first infectious disease screen in each species?
54. What diseases do we test for in a IDS for dogs? For cats?
55. How much heartworm disease is there in SLO area? Where is it found most commonly?
56. What 2 intestinal worms are we most worried about?
57. Are those 2 intestinal worms worse for the dogs or for people?
58. What do roundworms and hookworms do to people?
59. At what age (approx) do we recommend a full blood panel as part of a wellness screen?
60. Name 4 things we can find by doing full labwork (blood and urine) as a wellness screen. (Things we are looking for in this test.)
61. Do we recommend an infectious disease screen every year for every cat? If not, which ones do we not screen? What about dogs?
62. How do dogs get roundworms and hookworms? Puppies? Kittens? Adult cats?
63. Which of the following do we offer vs not offer or offer only with discussion?
    1. Anesthesia free dentistry
    2. Ear cropping
    3. Removing dewclaws on adults with “floppy” dewclaws
    4. Removing dewclaws on puppies
    5. Tail docking puppies
    6. Tail docking for a diseased tail
    7. Services for birds
    8. Services for rodents
    9. Services for rabbits
    10. Services for reptiles
    11. Services for ferrets
    12. Declawing cats
    13. Removing ears for disease treatment
64. Describe a declaw – what is removed?
65. List some alternatives to a declaw.
66. Be able to list anesthetic related information about dentistry at ACC.
67. Who cleans the teeth of pets at ACC?
68. Does a doctor examine each pet after the teeth cleaning at ACC?
69. What dental services do we provide that might not be available at other vet hospitals?
70. How are dental cleanings at ACC different/better than at other hospitals?
71. What is a great line to use when you do not know the answer to something?
72. What does AAHA stand for?
73. Name 5 things involved in being AAHA accredited
74. What does ABVP stand for?
75. What does DVM stand for?
76. What word do we use instead of kennel? Cage? Run?
77. What word should we use instead of “drop-off”?
78. If you have a critical question from a client that needs an answer immediately, when is it okay to interrupt a doctor in an exam room? On the computer?
79. If you have a question from a client that needs an answer in the next 30 minutes, and you are not sure where the person who can answer the question is, what is the best way to handle it?
    1. Put them on hold and try to find the person
    2. Try to answer the question yourself
    3. Tell them you will call them back within 10 minutes once you have gotten the answer – be sure to get a call back number first.
80. If a client has a question for a doctor that needs an answer in the next few hours, what should you do with the written message?
    1. Put it in the doctor’s downstairs box
    2. Put it on the colored board in the hall and point it out to a nursing team member
    3. Put it on the colored board in the hall and do not bother the nursing teams
    4. Put it on the computer/stack of papers that doctor is using that day in the doctor’s office area
81. What type of messages are good to send to doctor’s voice mail?
82. When you put someone on hold, what is good to say and not good to say?
    1. Ask permission – “Is it okay if I put you on hold?”
    2. Just put on hold with a statement like “I will need to put you on hold” or “please hold”
    3. Tell them exactly how long you expect them to be on hold
    4. Be vague about how long they will be on hold – “a moment” or “It’ll just be a minute.”
    5. Say something like “That is a very good question. I am going to have to ask a senior veterinary nursing team member that question. Would it be okay if I put you on hold for about 5 minutes while I find the answer for you?”
    6. Say something like “I don’t know the answer to that question. Let me put you on hold for a moment while I ask.”
83. Be able to list at least 10 great things about ACC that you can use spur of the moment in conversations with clients – have these memorized and ready to just flow off your tongue. Make sure you include things about lodge, anesthesia/surgery, AAHA, our wonderful staff, our doctors, care for patients, quality of medicine, level of service…..
84. Know your “forbidden phrases” and preferred words – practice talking with and without them!!!