

Veterinary Practice Management

Degree Type

Certificate

There is a need for educated managers in the veterinary profession. Veterinarians want to practice their medical skills, leaving the small business and management tasks to someone they can trust. This certificate program prepares a student to work as a Veterinary Practice Manager, Office Manager or Hospital Manager within the veterinary office. In addition to business, management and accounting courses, the program offers courses in veterinary medical terminology and law.

Graduates of the Veterinary Technology program or students who are currently in the program may take these courses to add to their training. Working technicians or individuals who are employed in an office setting can improve their potential with this certificate.

The program prepares the student for certification through the [Veterinary Hospital Manager's Association \(VHMA\)](#). To become a Certified Veterinary Practice Manager (CVPM), one has to have been active as a practice manager for 3 of the last 7 years, have a minimum of 18 credits of management related courses, complete 48 hours of continuing education and obtain four (4) letters of recommendation to be eligible to sit for the practice manager's exam.

Program Outcomes

Graduates from the Veterinary Practice Management Certificate will:

- Perform human resource functions such as staffing, scheduling, and employee management.
- Prepare financial statements and other business monitoring analyses.
- Prepare marketing strategies for a veterinary practice.
- Comply with veterinary and medical laws and regulations such as rabies compliance, controlled substance compliance, and veterinary practice act compliance.
- Review and utilize simple business contracts.
- Perform operational functions in a veterinary business such as inventory, ordering, scheduling, and client communications.
- Utilize veterinary practice software to perform these tasks.

Technical Standards

The successful Veterinary Manager will be emotionally and psychologically stable. In addition, graduates will be expected to establish priorities, be detail oriented, function effectively in emergency situations, and communicate in a professional manner.

Admissions Criteria

1. Complete an application to the program.
2. Provide proof of high school completion or equivalent.
3. Place into college level Math, Reading and Writing or demonstrate equivalent competencies through a college transcript or SAT scores.
4. Show documented work experience (ex: a letter from the applicant's supervisor or pay stubs) of at least 2 years in one of the following: veterinary clinic, animal care business, or medical or business office, or acceptance into the Veterinary Technology Program. Graduation or enrollment in another AVMA accredited Veterinary Technology program will fulfill this requirement.

Transfer Credit Policy

In addition to Great Bay Community College transfer credit policies, transfer of courses in Veterinary Practice Management more than ten years old will be evaluated by the program coordinator on an individual basis.

Certificate Requirements

Item #	Title	Theory Hours	Lab Hours	Credits
ACCT113G	Accounting and Financial Reporting I	3	0	3
BUS114G	Management	3	0	3
BUS224G	Human Resource Management	3	0	3
MKTG101G	Principles of Marketing	3	0	3
VETN110G	Introduction to Veterinary Technology	2	0	2
VETN225G	Veterinary Practice Law	2	0	2
Sub-Total Credits		16	0	16

Choose one of the following:

3 credits

Item #	Title	Theory Hours	Lab Hours	Credits
ACCT123G	Accounting and Financial Reporting II	3	0	3
BUS216G	Organizational Behavior	3	0	3
ECON234G	Macroeconomics	3	0	3
Total Credits				19