



Veterinary Receptionist's Handbook

M.T. McClister, DVM, Amy Midgley

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Veterinary receptionists represent animal hospitals. They're the first people clients meet when arriving and the last seen when leaving. Veterinarian's messages are often delivered by them. One of the most rewarding positions at a practice, a veterinary receptionist is also the most important often deeply influencing the loyalty of clients.

This handbook is written not only for practice managers to guide receptionists, but for receptionists to read themselves.

In addition to commonsense advice from experienced receptionists, it offers clear, concise instructions on animal care and veterinary customer service such as scheduling appointments, answering the phone, interacting with clients, contributing to practice marketing, handling emergencies, dispensing drugs. It also contains helpful answers to common questions about medical problems, surgical procedures including spay/neuter procedures, diagnostic tests, vaccinations, parasite control, and issues related to both small animals and horses.

Revised and refined to reflect the modern veterinary practice, the new 3rd edition features:

A new chapter on fast-growing social media, Web resources for medical/general practice info. Updated, easier-to-use look and feel.

It's the perfect training tool for new and eager-to-learn veterinary receptionists to excel at their job.

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