



TUITION	DURATION	TARGET CERTIFICATION	ISSUING AUTHORITIES	REQUIREMENTS
\$4,000	13 weeks	Certified Medical Administrative Assistant (CMAA)		High School Diploma or GED

PROGRAM DETAILS

When students begin their educational pursuits at MedCerts, they can find themselves certified and ready for employment as a Veterinary Client Service Representative (VCSR) in as little as 13 weeks! This program prepares graduates for employment at private and chain animal hospitals or clinics, humane societies, boarding kennels, pet grooming centers, or retail pet supply stores.

Students learn about the Veterinary Healthcare Team, Medical Records, Medical Terminology, Medical Office Procedures, Administration, Basic Pharmacology, Proper Animal Handling, Microsoft Office Basics, and the principles behind providing top notch customer service. Because graduates of this program are eligible for a Medical Administration certification, they have a leg-up in a competitive job market. The CMAA certification, while primarily purposed for traditional human medical office administration, still aligns to administration in an animal care environment. Plus, should a graduate wish to pursue a move into a human medical practice, the certification is still valid and in-demand!

While VCSR's primarily work with human customers, they may also be called upon to provide basic animal care. To best prepare students for these responsibilities, our students learn the basics of animal nutrition, bathing, wellness, breed identification, and animal restraint.

Once students complete the program, MedCerts will cover the registration costs to sit for the Certified Medical Administrative Assistant (CMAA) exam, as well as the cost of the related practice exams. Passing the CMAA exam demonstrates competency for keeping both traditional physician offices AND veterinarian offices running smoothly and efficiently.

Throughout the Veterinary Client Service Representative program, students will learn the skills to:

- Demonstrative ability to identify a variety of dog and cat breeds commonly seen in the veterinary hospital
- Demonstrate an understanding of veterinary preventive care and common medications
- Gain knowledge of basic dog and cat handling and restraint techniques
- Discuss patient scheduling and related tasks for provider scheduling, diagnostic testing, and procedures
- Distinguish between office logistic tasks related to medical records, financial procedures, and mail processing
- Demonstrate ability to utilize core Microsoft Office products to effectively contribute to the office environment
- Recognize proper office opening and closing procedures, patient communication, computer skills, and telephone etiquette

While MedCerts training and related target certifications may be accepted and/or approved by your state of residency, employers reserve the right to dictate pre-requisite education, experience, or certification/licensure requirements for their positions. These requirements may exclude a MedCerts graduate from eligibility. We strongly advise students to research target job posts from area employers and relevant state requirements, barriers or restrictions to ensure eligibility upon graduation.

CAREER SERVICES

For all MedCerts Students that are not affiliated with an employer partner, you also have the added benefit of Job Search Assistance including guidance with resume building, networking, interviewing, and job search tips.

ATTAINABLE CAREERS

- Veterinary Client Service Representative
- Veterinary Office Receptionist
- Veterinary Customer Service Representative
- Veterinary Clinic Assistant
- Veterinary Receptionist



TARGET CERTIFICATIONS

Certifications	Issuing Authority	Exam Details
Approved Veterinary Assistant (AVA)	National Association of Veterinary Technicians in America (NAVTA)	100 multiple choice questions time limit: 150 minutes

Course Code	Title	Hours	Weeks	Course Materials (Included)
PS-1011	Professionalism in Allied Health	32	2	None
MS-1000	Microsoft Office Basics	16	1	None
HI-1011	Medical Office Procedures and Administration	96	6	eBook
VA-3010	Veterinary Office Fundamentals	64	4	None

EXPERIENTIAL/CLINICAL COMPONENT:

Experiential/Clinical Component Requirements (not applicable to the VA-4000 Veterinary Client Services Representative) – Once students complete this program, they will be able to immediately start working with Career Services at MedCerts. Experiential learning or clinicals are not required to get a job in this field.

CRIMINAL BACKGROUND CHECKS AND DRUG SCREENING POLICY:

MedCerts does not perform criminal background checks, nor do we test students for illicit drug use. Please be advised that while MedCerts does not perform these checks, the student's drug, criminal, or immunization status may prevent clinical/externship placement and future employment as a healthcare or IT professional. Externship sites, employers, and State Boards of Pharmacy or other regulatory boards have regulations about immunizations, drug use, and criminal backgrounds. Regulatory boards, externship sites, employers, and other organizations that may require these screenings for placement, and adverse results may prohibit you from moving forward in the program. Candidates with a felony conviction are not eligible to participate in ANY MedCerts program that includes the Pharmacy Technician certification as a primary or secondary certification

The student understands that MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.