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Nota di contenuto	Cover -- Copyright -- Dedication -- Contents -- Preface -- Introduction -- Case scenarios: Suggested Approach to Using These Cases -- Case 1: How Much Help Is Too Much Help? -- Case 2: Sharing the Hidden Truth -- Case 3: Convenience Euthanasia -- Case 4: Social Media: Not as Private as You Think -- Case 5: Between a Rock and a Hard Place -- Case 6: Employee Leaving: What to Tell the Clients? -- Case 7: What about the Lambs? -- Case 8: She Said What? Gossip in the Workplace -- Case 9: Hospital Volunteer -- Case 10: Contagious Disease and Confidentiality -- Case 11: When Roles of Veterinarians and Veterinary Technicians Blur -- Case 12: Standard of Care? -- Case 13: What's in an Answer? -- Case 14: Popular Party Guy or Ethical Concern? -- Case 15: Is It Discrimination? -- Case 16: Well-Intentioned Friend? -- Case 17: Forbid or Forget? -- Case 18: Suspicious Client? -- Case 19: Hiring in a Close Community -- Case 20: Ringworm Kitten at the Babysitters -- Case 21: Who Makes the Call? -- Case 22: How Rough is Too Rough? -- Case 23: On Call Dilemma -- Case 24: Practicing on the Side -- Case 25: Compliment? Or Reason for Concern? -- Case 26: The Helpful Neighbor or the Meddling Neighbor? -- Case 27: Cyberbullying -- Epilogue -- Contributors -- Index.
Sommario/riassunto	Veterinary technicians face difficult situations on a daily basis. They dedicate their lives to aiding in the treatment of animals and relieving suffering, serving as each patient's main advocate and caretaker. The veterinary technician holds a unique role in patient care. Acting as the intermediary between the veterinarian prescribing treatment and the patient, they play a large part in the communication and education of clients. Veterinary technicians have greatly expanded their roles and find themselves not only an integral part of veterinary practice, but in research institutions, animal shelters, and universities as well. This text explores difficult situations veterinary technicians face on a daily basis through the use of case examples and dialogue. Each case scenario describes a real-life situation for a veterinary technician, poses thought-provoking questions, and provides commentary that focuses on the legal aspect of the scenario, the social or personal ethics of the parties involved, and/or the welfare of the animal (s). The case scenarios encompass clinical situations in a practice setting as well as situations involving business ethics and interpersonal relationships between colleagues. The case format of the book lends itself to discussion and can be utilized in veterinary technology courses that focus on ethics, communications, management, and leadership. The real-life case examples make the book an enjoyable read for practicing veterinary technicians as well. There currently are over two hundred veterinary technology programs and thousands of practicing veterinary technicians within the United States and Canada.