



### **Category 3: Medical Records**

#### **MANDATORY**

**3.1 The practice maintains an Emotional Medical Record (EMR) for all patients. The information in the Fear Free EMR template must be included at minimum. The recording method should be standardized, easy to find in the MR, and used by all team members.**

- If there is no choice of healthcare provider (e.g. single-veterinarian practice, only male or only female veterinary team), “not applicable” is an acceptable option.
- The EMR should be updated accordingly with each patient visit.

#### **MANDATORY**

**3.2 The practice has a Fear Free Pre-Visit Questionnaire (PVQ) that is completed for each patient. It is updated as needed (ideally at least every 12 months). All applicable information from the PVQ is incorporated into the patient's EMR. A practice may use their own PVQ, but it must include the questions in the Fear Free PVQ.**

- Steps to ensure client completion of PVQ could include emailing it to client when the appointment is scheduled, making it available for download on the practice website, and completing it upon arrival at the practice.
- The PVQ does not need to be re-done for each and every patient visit. Like the client contact information, it should be reviewed and updated as needed (ideally at least every 12 months). For example, a dog or cat may not initially experience travel/motion sickness, but this is something that could develop over time.

#### **Mandatory**

**3.3 The practice has documented all applicable FAS scores in the medical record (MR). This includes changes in FAS scores (increase/decrease), the corresponding interventions, and the results of said interventions. The recording method should be standardized, easy to find in the MR, and used by all team members.**

- Practice should use the Fear Free FAS scale.
- It is expected that the patient’s FAS score will change throughout the visit. Body language should be monitored continuously, and adjustments should be made accordingly. It is not unlike monitoring the vital signs of an anesthetized patient.
- Example: *FAS increased to 4 with blood draw but was able to reduce to 2 with chicken baby food*