



Category 7: Patient Observation

MANDATORY

7.1 When an appointment is scheduled, the Emotional Medical Record (EMR) is reviewed with the client and other team members to prepare the client, patient, and practice team members for the visit.

- 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.

Resources include but are not limited to:

- Fear Free Emotional Medical Record
- Fear Free Pre-Visit Questionnaire
- Podcast: The First Line of Defense: The Fear Free Client Service Representative (CSR)
- Complimentary Course: The Vital Role of Client Services Representatives

OPTIONAL

7.2 Pre-Visit Preparation

Note: Not all options for this standard are featured here.

**New clients are provided with information regarding what to expect during their Fear Free Visit.
Clients are provided with/reminded of travel recommendations.**

Resources include but are not limited to:

- Fear Free Happy Homes: For My Vet Visit handouts
- Customer Service Overview
- Module 8 Talking Points
- Podcast: The First Line of Defense: The Fear Free Client Service Representative (CSR)
- Complimentary Course: The Vital Role of Client Services Representatives
- Also see Client Education Optional Standard 2.3 for additional resources