



## **Category 7: Patient Observation**

### **OPTIONAL**

#### **7.4 Outpatient Procedures and Experience**

*See information for 7.5*

### **OPTIONAL**

#### **7.5 Inpatient & Hospitalized Patient Procedures and Experience**

If a patient is struggling for a procedure:

- A dog struggling for more than 3 seconds and a cat for more than 2 seconds requires that the staff reposition and reassess handling techniques or overall handling plan.
- If after 3 tries for dogs and 2 tries for cats, the patient still struggles, the procedure will be stopped and the need for the procedure will be reassessed and the handling plan modified to prevent struggling and escalating FAS.

Additional resources include but are not limited to:

- Fear Free Podcasts
  - Putting the “Treat Into “Treatment””: Inside the Fear Free Treat Ladder
  - The Benefits of In-Clinic Sedation in the Fear Free Practice
  - Fear Free: Beyond the Treats
- Fear Free Education Library: Fear Free Handling and Restraint for Dogs and Cats
- Webinars
  - Vaccinations for the Mind: Positive Puppy Socialization
  - Fear Free: Evolving to the Hospitalized, Emergent, and Sick Patient
  - Care of Hospitalized and Boarding Patients

### **OPTIONAL**

#### **7.6 Client Education to Improve Patient Experience During Next Visit**

Additional resources include but are not limited to:

- Fear Free Happy Homes
- “Cooperative Veterinary Care” by Alicia Howell and Monique Feyrecilde
- “From Fearful to Fear Free: A Positive Program to Free Your Dog from Anxiety, Fears and Phobias” by Marty Becker, DVM, Lisa Radosta, DVM, DACVB, Wailani Sung, PhD, DVM, DACVB, Mikkell Becker, KPA, CTB, CCBC-KA, CPDT-KA, CTC