



Category 3: Medical Records

MANDATORY

3.1 The practice maintains the Fear Free Pre-Visit Questionnaire (PVQ) for each patient. The PVQ should be standardized, easy to find in the medical record (MR) and used by all practice team members.

- Steps to ensure client completion of PVQ could include emailing it to client when the appointment is scheduled and/or making it available for download on the practice website.
- The PVQ does not need to be re-done for each patient visit. Like 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 motion sickness, but it could develop over time.
- Client education should address any areas of concern noted in the PVQ
 - Examples include but are not limited to:
 - Animal rides loose in the car
 - Motion sickness
 - Animal is fearful of other animals or strangers

MANDATORY

3.2 The practice maintains the Fear Free Emotional Medical Record (EMR) for all patients. The recording method should be standardized, easy to find in the MR, and used by all practice team members.

- Think of the EMR as a template for how to provide a Fear Free® visit for *that* patient.
- It should be reviewed when an appointment is made for an established patient to ensure the owner and practice team members have what they need prior to the patient's visit.
- It should be updated accordingly with each patient visit.

Mandatory

3.3 FAS documentation, using the Fear Free FAS Scale, is a part of any and all visits to the practice. The recording method should be standardized, easy to find in the MR, and used by all practice team members.

- Practice should use the Fear Free FAS scale
- The patient's FAS score will likely 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'*