



## **Category 7: Patient Observation**

### **OPTIONAL Pre-Visit Preparation**

**7.3 Team members have knowledge of and provide instructions to clients on how to deliver a calm pet to the practice.**

*Note: Not all options to meet this standard are featured here.*

**1-New clients are provided with information regarding what to expect during their Fear Free Visit.**

**2-Clients are provided with/reminded of travel recommendations.**

#### **Resources include but are not limited to:**

- Fear Free Happy Homes (FFHH)
  - Complimentary membership required to access most content
  - Videos
- The following are available on both Fear Free Pets & FFHH:
  - 10 Things That Make Fear Free Veterinary Visits Different
  - How to Prepare for a Fear Free Veterinary Visit
  - How to Make the Trip to the Veterinary Hospital Fear Free
- Fear Free Customer Service Checklist
- Module 8 Talking Points
- Podcast: The First Line of Defense: The Fear Free Client Service Representative (CSR)
- The Vital Role of Client Services Representatives

**6-Practice provides Fear Free scheduling to avoid bottle necks and even the appointment flow.**

*Examples include but are not limited to:*

- Staggered Appointments
  - Veterinarians and veterinary technicians/nurses
  - Dr. A's appointments start at 9 am and Dr. B's at 9:15 AM versus both having 9 AM appointments