



Category 7: Patient Observation

OPTIONAL - Client Education to Improve Patient Experience During Next Visit
7.7 Team members show knowledge of and demonstrate appropriate delivery of instructions to clients regarding improving the patient's next visit.

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

3-For chronic conditions/diseases where distraction is not an effective method for providing Fear Free medical care, practice recommends a DS/CCC program with a qualified team member, such as a certified Fear Free Animal Trainer, other aversive-free trainer, CAAB, or DACVB.

Examples of chronic care conditions include but are not limited to:

- Otitis Externa
- Hyposensitization for Atopy
- Diabetes Mellitus
- Chemotherapy

OPTIONAL - Clients are made aware of Fear Free tools and techniques.
7.10 Practice team members effectively communicate with owners about Fear Free throughout the visit.

Resources include but are not limited to:

- Module 8 Talking Points
- Webinar: Communicating Fear Free to Owners: Why It Matters