



## **Category 7: Patient Observation**

### **OPTIONAL**

#### **7.1 Pre-Visit Preparation**

Staff show knowledge of and/or demonstrate appropriate use of instructions to pet owners on how to deliver a calm pet to the practice.

Practice must achieve **at least nine (9)** of the following to attain the 90 points:

- Sharing any known FAS triggers with practice team members
- Reacquainting pet with carrier where appropriate
- Appropriately designed carriers for cats and small dogs (airflow, warming/cooling mats)
- Transporting pets in carriers with covers (towel, blanket, etc) to reduce arousal
- Bring the pet in hungry/fasted – if medically and emotionally appropriate
- Options for pre-visit pheromone use
- Options for pre-visit pharmaceuticals
- Options for pre-visit nutraceuticals
- Sound comforting during transport – white noise or appropriate music
- Options for behavior management products e.g. compression garments
- Preparing the vehicle for a comfortable temperature
- Placement of pet in car, including non-slip surfaces

#### **Equipment and Supplies**

The following resource materials have been developed to support this standard:

- Fear Free Pre-Visit Client Questionnaire
- Fear Free Pre-Visit CSR FAS Phone Interview
- Fear Free Happy Homes: How to prepare your pet for a veterinary visit
- Fear Free Happy Homes: How to make the trip to the veterinary hospital Fear Free
  - o Electronic versions are available online in the Toolbox at [www.fearfreepets.com](http://www.fearfreepets.com)
  - o Printed versions are available for purchase using the Fear Free on-line store at [www.fearfreepets.com](http://www.fearfreepets.com)

#### **Examples and Compliance Paths**

##### **Electronic communication**

- Either at the point of scheduling the appointment or at the time an appointment reminder is sent, the CSR emails client the Fear Free Pre-Visit Client Questionnaire, Fear Free Happy



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Homes: How to prepare your pet for a veterinary visit, and Fear Free Happy Homes: How to make the trip to the veterinary hospital Fear Free handouts.

- Alternatively, if the practice's technology permits, the referenced forms can be made available on the practice website or as part of an online booking system and be immediately filled out online by the client. If that is the case, steps 2 and 3 can be skipped.
- In that email, the CSR asks client to return completed form via email prior to the appointment.
- If client complies and returns the form prior to the appointment and practice has electronic record keeping:
  - CSR to attach completed form to client's electronic record and/or
  - CSR to enter responses relating to the emotional health record into the system
  - CSR to create flag for veterinary team to review form prior to appointment
- If client does not comply and brings the form to the appointment and the practice has electronic record keeping:
  - CSR to scan and attach completed form to client's electronic record and/or
  - CSR to enter responses relating to the emotional health record into the system
  - CSR to hand form to veterinary team for review prior to the start of the appointment
- If client complies and returns the form prior to the appointment and practice does not have electronic record keeping:
  - CSR to print the filled-out form and add it to the client's file
  - CSR to create flag for veterinary team to review form prior to appointment
- If client does not comply and brings the form to the appointment and the practice has electronic record keeping:
  - CSR to hand form to veterinary team for review prior to the start of the appointment
  - CSR to ensure that form is kept in client's file after the appointment

### **Direct verbal communication**

- Either at the point of scheduling the appointment, or at the time an appointment reminder call is made, the CSR uses the Fear Free Pre-Visit CSR FAS Phone Interview form to go through the questions with the client and note responses.
- If applicable, the CSR can point the client to the practice website to download the Fear Free Pre-Visit Client Questionnaire, Fear Free Happy Homes: How to prepare your pet for a veterinary visit, and Fear Free Happy Homes: How to make the trip to the veterinary hospital Fear Free handouts.



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- If practice has electronic record-keeping:
  - CSR to scan and attach filled out form to client's electronic record and/or
  - CSR to enter responses relating to the emotional health record into the system
  - CSR to create flag for veterinary team to review form prior to appointment
- If practice does not have electronic record keeping:
  - CSR to add the completed form to the client's file
  - CSR to create flag for veterinary team to review form prior to appointment
  - CSR to ensure that form is being kept in the client's file after the appointment

### **Scoring**

Review of medical records

Observational