



Category 7: Patient Observation

OPTIONAL

7.2 Arrival At The Practice

Staff show knowledge of and/or demonstrated welcoming experiences consistent with the Fear Free philosophy.

Practice must achieve **at least seven (7)** of the following to attain the 90 points:

- Ensuring pet and people interactions in lobby are not contributing to FAS
- Option of moving pets directly into exam rooms
- Option of having pets wait in cars with owners when environmental conditions permit
- Option of specific hours for sensitive pets
- Fear Free scheduling to avoid bottlenecks and even the appointment flow
- Provide pheromone-impregnated bandanas/towels/cotton balls to patients upon arrival
- Minimize interruption in the exam room: minimize in and out flow of staff
- Minimize interruption in the exam room: minimize removal of patient from exam room for procedures unless medically indicated (e.g. imaging)
- Minimize interruption in the exam room: preparing room in advance with needed supplies

Equipment and Supplies

May include but are not limited to:

- Pheromones
- Towels, blankets, bandanas

Examples and Compliance Paths

See above

Scoring

Observational