



Category 7: Patient Observation

OPTIONAL

7.4 Exam Room Experience

Staff show knowledge of and/or demonstrate appropriate use of Fear Free methods, protocols, and procedures during the outpatient exam.

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

- Touch gradient, gentle control, distraction
- Use of high-value food treats or other distractors throughout the exam when appropriate
- Appropriate location of exam chosen by patient, such as table, floor, carrier, chair or lap towels
- Non-slip surfaces for examination, such as yoga mats, Fear Free exam tables or towels
- Application of considerate approach to allow patient to acclimate to staff member
- Calming music in the exam rooms
- Touch gradient used throughout exam
- Staff member responds appropriately to patient's body language
- For serial treatments or when distraction is not effective, practice recommends a Fear Free Animal Trainer, other aversive-free trainer, or depending on the level of FAS, a board certified veterinary behaviorist or CAAB

Equipment and Supplies

May include but are not limited to:

- High-value treats
- Other distractors such as brushes, toys, etc.
- Pheromones
- Non-slip mats (e.g yoga mat, bath mat)
- Exam tables incorporating Fear Free design (e.g. stairs, ramps, heated surfaces)
- Calming music/sound

Examples and Compliance Paths

See above

Scoring

Observational