

Student Name:

Date:

YVC Veterinary Technology Communication Process Skills Guide

This guide is to help you start building your skills as a Licensed Veterinary Technician in client clinical communication. The guide will be utilized as part of the client learning labs and role playing scenarios presented in class. The comment section will allow teammates to give positive and constructive feedback to facilitate learning.

INITIATING THE VISIT

COMMENTS

<p>Preparation:</p> <ul style="list-style-type: none">● Focus attention and prepare for visit● Review patient chart <p>Initial Connection</p> <ul style="list-style-type: none">● GREET the client and the patient● INTRODUCE yourself and your role● DEMONSTRATE caring and respect● AGENDA	
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STRUCTURE / WHY ARE YOU HERE?

COMMENTS

<p>GATHERING INFORMATION</p> <ul style="list-style-type: none">● Here is where you use Open Ended Questions, we want to know the real reason for visit● Listen attentively without interrupting the client● Use non-verbal body language to encourage client, repeat statements and paraphrase● Pick up verbal and non-verbal cues from the client (body language, facial expression) that signal understanding or lack of understanding● Periodically summarize to verify your understanding of client information.● GOAL – what are you going to tell the veterinarian? What history / information are you going to present as the Reason for Visit?	
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Building Rapport/Relationship

COMMENTS

<ul style="list-style-type: none">● LISTEN: Demonstrate your attention to the client and their pet● Eye contact, facial expressions, posture and position, vocal cues and your own non-verbal body language● LISTEN: Don't make a DDX before you get entire history from client. You may miss vital information when you forget to listen.● Provides feedback and summarization in manageable CHUNKS of information, CHECK for understanding from the client and then continue with SIGNPOSTING the next steps of the visit.● SIGNPOSTING: Let client know what will happen next, technician exam, sharing history and information with veterinarian, when will the Doctor be in the room, etc.● Clients want to know what is going to be the next steps that involve their pet.	
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CLOSING STEPS

COMMENTS

<ul style="list-style-type: none">● CHECK IN: Remember to summarize what information has been shared● FINAL CHECK: Remember to ask: "What other questions do you have?"● Safety Net for Client: "As you think of questions, don't hesitate to call or ask"	
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