

a. Medical mistake (with a colleague AND a client)

Dr. Morgan has just performed a routine ovariohysterectomy on a one-year-old golden retriever. The surgery appears to go smoothly at first, but during recovery, Bella goes into cardiac arrest. Despite immediate resuscitation efforts, Bella passes away.

After reviewing the case, Dr. Morgan discovers that a technician, Sam, accidentally administered an additional dose of dexmedetomidine instead of the hydromorphone that is typically administered. This was likely the cause of her arrest. While the error wasn't directly Dr. Morgan's doing, she understands that, as the veterinarian in charge, the responsibility ultimately falls on her. She must now discuss this error with Sam and break the devastating news to Bella's owner, Rachel.

b. Case management (with a colleague)

A golden retriever named Buddy is brought to a veterinary clinic by his owner, Sarah, due to recurrent skin infections. Dr. Emily examines Buddy and prescribes antibiotics and a medicated shampoo. A week later, Buddy's condition worsens, and Sarah brings him back to the clinic. This time, Dr. Alex, another associate veterinarian, sees Buddy because Dr. Emily is off that day. After reviewing the case notes, Dr. Alex decides to take a more aggressive approach, discontinuing antibiotics and recommends allergy testing and dietary changes immediately.

During the visit, Sarah expresses concern about why these additional steps weren't recommended sooner. Dr. Alex replies, "I would have approached this differently from the start. Some cases need more proactive management, and it's unfortunate that wasn't done here."

Sarah, frustrated by the implication that Buddy's condition was mishandled, sends an email complaint to the hospital manager. In the email, she quotes Dr. Alex and accuses Dr. Emily of delaying critical care for Buddy.

The hospital manager, Jenna, receives the complaint and calls Dr. Emily in for a discussion. Jenna shares the details of the complaint and Sarah's frustration, including the fact that Dr. Alex suggested the initial treatment plan was inadequate. Dr. Emily, feeling blindsided and betrayed, is upset by Dr. Alex's comments. She believes her treatment plan was appropriate for the stage of Buddy's condition at the time and is angry that Dr. Alex would criticize her to a client instead of discussing concerns privately.

Jenna acknowledges Dr. Emily's frustration and encourages her to address the issue directly with Dr. Alex, as open communication between colleagues is essential. Additionally, Dr. Emily and Dr. Alex have minimal communication with one another because of personality differences.

c. Asking for raise (with boss/supervisor)

Dr. Taylor has been working at Evergreen Animal Clinic for 2 years as an associate veterinarian. She has consistently received positive feedback from clients, helped increase clinic revenue by promoting preventive care packages, and regularly covers additional shifts during busy times. Despite her contributions, Dr. Taylor feels her compensation does not reflect her value to the practice, especially after researching industry salary standards in her region. She finds out her new male colleague who was just hired is making \$10,000 more than she is. She decides to approach her boss, Dr. Smith, the clinic owner, to request a raise.

- d. **Significant other:** You and your significant other are discussing a recent unexpected expense—your dog's emergency surgery. You paid the bill upfront, but now there's disagreement about how to handle the financial burden (credit card debt). You believe it should come out of a shared savings account, while your partner feels it's your responsibility since it's your pet. The conversation becomes heated, with underlying emotions about financial priorities surfacing.
- i. Also consider if children are involved, or a business decision
- e. **Family/friends:** A close friend calls you in a panic because their dog suddenly started limping. They ask for your advice and, without waiting for a response, insist that you come over to examine the dog. You explain that you're not comfortable providing care outside of a clinical setting and suggest they make an appointment at a veterinary clinic. However, your friend becomes upset, accusing you of being unhelpful and questioning your loyalty to them as a friend.
- f. **Strangers/Public:** Imagine you're at a local dog park with your own dog, enjoying a rare moment of downtime. Suddenly, another dog bites your dog, causing an injury. You quickly assess the situation and realize your dog needs veterinary attention. You approach the other dog's owner, seeking accountability and cooperation, but the conversation becomes tense. The owner responds defensively, accusing your dog of provoking their pet.