

What Would You Say to These Clients?

Most clients accept a veterinarian's recommended medication, but some may have questions or concerns. What do you say to help these clients better understand your recommendation? Compare your answers to those suggested by Jane Shaw, DVM, PhD, a veterinarian and director of the Argus Institute at Colorado State University.

Staff training tip: Cut apart the boxes and use them as a training game at your next staff meeting, to develop staff's ability to speak more effectively on this topic and ensure that answers are consistent with practice philosophy.

Answers are on the back of the page.

"Those are the side effects you need to look for. Do you have any questions?"

"No, I think you've covered it."

1 *What would you say to this client?*

"I don't know if I want to take a chance. **I'd rather have a dog with a limp** than no dog at all."

2 *What would you say to this client?*

"Can't you prescribe something without side effects?"

3 *What would you say to this client?*

"What are the chances something could go wrong?"

4 *What would you say to this client?*

"If Max gets sick from this drug and we stop using it, he'll be okay then, **won't he?"**

5 *What would you say to this client?*

"That's okay, you don't need to explain all that technical stuff to me. I know you wouldn't prescribe something that would hurt

6 *What would you say to this client?*

"You mentioned you wanted to do follow-up blood tests. I just can't afford them right

7 *What would you say to this client?*

"I read an article on the Internet that said this drug could kill my dog. Is that true?"

8 *What would you say to this client?*

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Following are suggested answers to possible client concerns about NSAIDs. Questions and tips for using them in staff training appear on the previous page.



"It sounds like you are concerned about using this drug. Tell me more about your concerns. And maybe we should discuss the impact of limping on Max's quality of life."

Suggested Answer

2

"You mentioned that your wife is home all day with Max. Tell me how your wife may be able to watch for these signs at home."

or

"Feel free to ask questions, especially where Max's health is concerned."

Suggested Answer

1

"There's a chance Max could experience some of the side effects that we discussed. It is a slight chance. One in 100 dogs may experience adverse effects."

Suggested Answer

4

"It sounds like you are concerned about using this medication. All medications have side effects. Let's revisit the treatment options we discussed earlier, and the advantages and disadvantages of each."

Suggested Answer

3

"I appreciate your trust in the care we provide Max. I want you to know that even with the best intentions, Max might experience side effects while on this medication. I want you to know about these risks, so that you can keep careful watch at home and we can address anything early on if it occurs."

Suggested Answer

6

"I wish I could promise you that he would be okay. I would like to assure you that we would do our very best to treat Max if he were to experience side effects."

Suggested Answer

5

"The article is correct and I wish it weren't so. Some dogs have died as a result of this medication. Many, many more have had a better quality of life. I want you to know that death is a rare event with this medication, as is true of many medications."

Suggested Answer

8

"Cost is always a factor that we need to take into consideration. We need to balance cost with providing the best care for Max. Let's talk about how we might treat Max within your financial limitations."

Suggested Answer

7