

FEAR FREE PRE-VISIT CSR FAS PHONE INTERVIEW



→ As Fear Free certified professionals, we want to make your visit to our hospital the best it can be for you and your pet. If you have a few minutes, I'd like to ask you a few questions so we can take both your and your pet's preferences for your first visit to our hospital into consideration.

→ How would you describe your pet's reaction to going to the veterinary hospital?

- Eager and excited Subdued Reluctant Somewhere in between

→ Are there things you or your pet did not like during past veterinary visits?

- Being weighed Getting on the exam table Having a procedure done Being handled by veterinary staff
 Walking through the clinic

→ How would you describe your pet around other animals and people, such as in the lobby area of the veterinary hospital?

→ Does your pet prefer:

- Female veterinary professional Male veterinary professional It doesn't matter

→ What are your pet's favorite treats? (Suggest they bring some to the visit)

→ Does your pet like to play with toys? If so what kinds? (Suggest they bring their pets favorite toy)

→ Has your pet ever been prescribed any medications to help with a visit to the veterinary hospital? If so, what medications were they and what sort of results did you experience?

→ A successful Fear Free visit starts at home and continues during your travel to our hospital. To help you provide your pet with a pleasant experience on the way to the hospital, I can send you some preparation tips via email. However, I have a few questions regarding travel to see if we need to make any special recommendations.

→ How and where does your pet travel in the car?

- Carrier Seatbelt Loose

→ Does your pet show any reluctance to getting in the carrier or car?

- Yes No

→ How does your pet behave in the car?

- Vocal Barking Whining Restless Pacing Panting Drooling Trembling Hiding

→ Any nausea, drooling or vomiting, with car travel?

- Yes No