



Exam Room Superpowers

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CONNECT. COMMUNICATE. REWARD. RETAIN.



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THE INTRO

Have a consistent introduction habit

Chit-chat

Be curious during the history collection

Listen.

Listen.

Listen.

THE MAIN EVENT

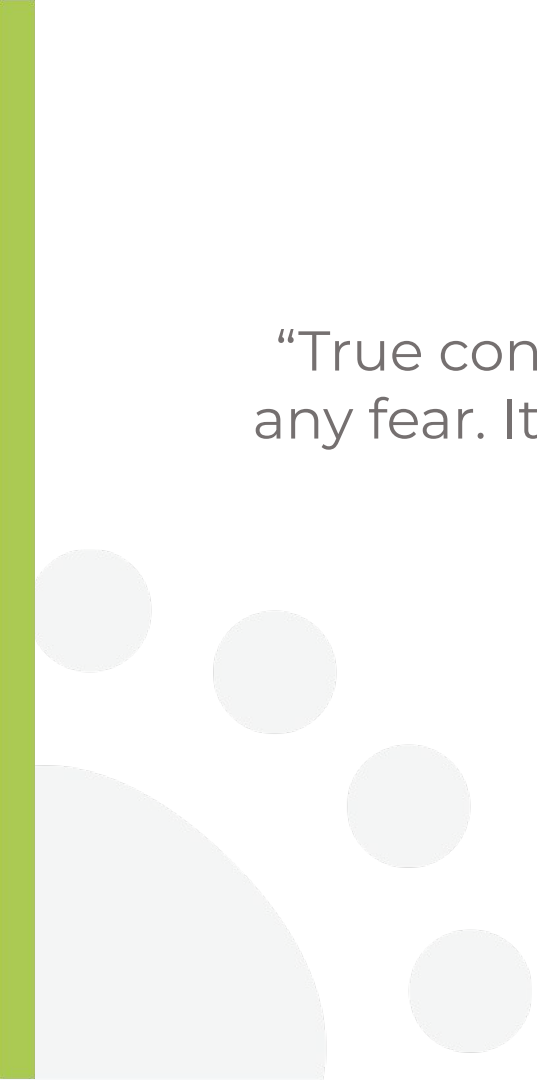
Make a fuss over the pet
Talk your way through the exam
Make a tx plan before you open your mouth
Avoid wishy-washy words
Wide estimates
Add an hour to time estimates
Surprise and delight strategies

THE OUTRO

Make a plan for the next time you will see each other

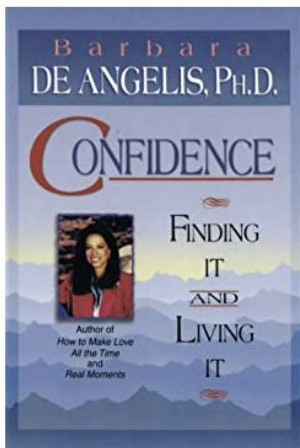
Wrap up strategies

SOAP the chart immediately



“True confidence doesn’t come from you not having any fear. It comes from trusting yourself to act in spite of your fear.”

-Barbara DeAngelis



Confidence by Barbara De Angelis

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Hayley Kemp

Talk about what you're finding on the physical exam as you're doing it (I think you taught me this, honestly).

Haha · Reply · 1d



Heather Buchanan Loenser

I'm a big fan of sitting down. My fav sitting implement is a rolling stool. It implies "I'm here for you. Tell your story. I've got all the time in then world" without having to invest a lot of your time doing so.

Like · Reply · 1d



Karen Nollet

Remember and care about the people, not just the pets. Jerry Brown instilled that one in me. Listen to what they say, ask how that vacation was, congratulate on retirement, remember THEM. Also sit on the floor with the pets.

Like · Reply · 12h



Michael Tokiwa

Get on the floor with the pet. It's a game changer.

Like · Reply · 1d



Crista Wallis

Know the pets name and sex before entering the room.

Like · Reply · 1d



Jennifer Garcia

Stacee Santi Longfellow well, it would have been smiling and shaking hands...😎😏 Now I guess you need to perfect your "smeysing" 😏

Like · Reply · 1d



Renee Mason Dewell

Don't make assumptions about the owner's ability or willingness to pay for the best medical option for their sick pet. Present their options, let them decide.

Like · Reply · 1d





Renee Mason Dewell

Say something complementary about their pet and, if at all possible, about the way the owners care for their pet—even if it's: " you did the right thing to bring Fluffy into today (even if they should have brought her in 5 months ago)

Love · Reply · 1d



Paige Lorimer Jacobi

Ditto on what everyone else has emphasized. Bottom line is LISTEN! It takes less time than you realize. Just don't act rushed, get down on the floor with the dog and engage. Take time to pet the cat.. Isn't that why you chose this profession? Make that connection each time and you will leave energized and the client will trust your recommendations.

Like · Reply · 1d



Melanie Marsden

Notice something about the person & comment on it. Sit on the floor with pet, when possible.

Like · Reply · 1d



Natalie Barrett

The clients assume you know medically what is going on, even though you will doubt yourself for a while. You don't have to impress them with medical jargon it will just intimidate. You will only be able to treat and help that pet if they know how much you care. Lead with your heart.

Love · Reply · 1d



Julie Buzby

This is definitely not the most important but came to mind... totally agree with the above on providing empathy and active listening, but even with 30 and 60 minute appointments (acupuncture), I still find that I need this >> one important skill to have is to learn the art of graciously "wrapping up" the conversation if the clients are extremely talkative and you have to get out of the room to keep up with your appointment schedule.

Love · Reply · 1d · Edited





THANK YOU!

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