

2015 PHP Exercise Questions for Videos

Discussion Guide

The video you are about to watch is one of several instructional videos from Partners for Healthy Pets.

This is a discussion guide for veterinary practice teams to use with the video on "Payment Options."

Exercise 2: Payment Options - 3rd Party Payments

Instructions:

Watch the video with your team. Pay particular attention to the following:

- What does the doctor say to explain why the dog needs a dental procedure?
- What did the technician say to the client about 3rd party financing?

On your own, or working with others, answer the following questions:

1a. What parts of the conversations did you feel were good? (List below)

1b. What parts of the conversations did you feel could be improved? (List below)

1c. How could you convey more confidence with your body language and words if you were talking with this client? (List below)

Resources: For more training videos and materials for veterinary teams at no charge. Go to
<http://www.partnersforhealthypets.org/communications.aspx>

Partners for Healthy Pets www.partnersforhealthypets.org

