

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 "Preparing the Client for Future Costs."

Exercise 4: Preparing the Client for Future Costs

Instructions:

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

- How the doctor segues to the subject of Bella's future veterinary needs beyond today's visit.
- The two things the veterinarian told the client they could offer to help him be better prepared for Bella's future care.

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

1a. What does the doctor say to open the conversation to Bella's lifetime care? (List below)

1b. How do you think the client felt when the doctor shared why she wanted to talk about Bella's future veterinary care today?(List below)

1c. How could you use the ideas discussed in the video to talk about monthly payment plans, pet insurance and other help for the client to be better prepared for lifetime care for their pet? (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

