Exercise 1: Forward Booking Appointments

Instructions:

- What does the doctor say in the exam room about the cat’s next appointment?
- How does the client respond to the doctor?
- What does the receptionist say to the client about the cat’s next appointment?
- What does the client say to her?

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

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

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

1c. What ideas could you borrow or adapt from this video to use with your own clients? (List below)

Resources: The video you just watched and a booklet with more information on forward booking appointments are available to veterinary teams at no charge. Go to: www.partnersforhealthypets.org