

# 2016 PHP Exercise Questions for Videos

## Discussion Guide

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

*This is a discussion guide for veterinary practice teams to use with the exercise on “Forward Booking Appointments.”*

### Exercise 1: Forward Booking Appointments

#### Instructions:

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

- 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](http://www.partnersforhealthypets.org)

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