

Successful Technician Consultations:

How does this benefit your practice?

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Veterinary Nursing, Where are we now!

- Qualifications, Pre and post graduating.
- Skill set.
- Career paths.
- Veterinary Nursing in clinical practice. Comparisons?



Common Technician Consultations

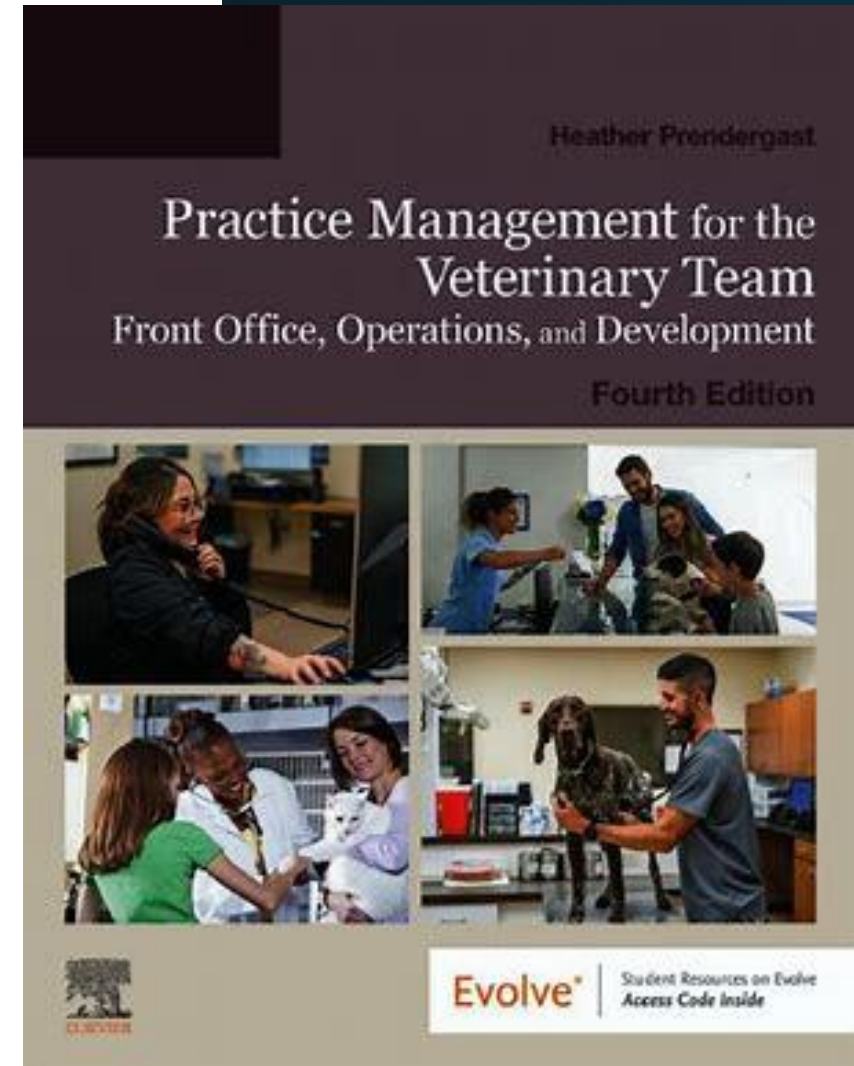
- Some vaccinations
- Preventative healthcare (Flea and Worming Treatments)
- Nail clip/Anal glands
- Behaviour/socialisation
- Librela (is this easily available?)
- Nutrition/Weight clinic
- Wound care
- Dental checks and advice
- Post operative checks
- Senior pets (blood pressure, blood samples, diabetic)

ME VS. A PUG FOR A NAIL TRIM



Developing Technician Consultations

- What difficulties do we find when starting up?
- No time- Busy practice and staff!
- Under staffing
- Lack of space
- Staff utilisation
- Unclear nursing duties
- Client preferences



Benefits of Technician Clinics

- Better utilisation of skills
- Increases revenue
- Increases client awareness of nursing skills
- Helps bond client to the practice rather than one staff member.
- Frees up vet appointments

Technician utilisation

- Optimises training and qualifications.
- Increases productivity
- Improves teamwork
- Job satisfaction/workplace wellbeing
- Demonstrates technician capabilities

Setting Up Successful Clinics

- Diary management.
- Analyse work-flow
- Increase staffing
- Dedicated nurse consult room/times
- Invest in staff training.

Getting started!

- Order any extra equipment if needed (e.g. Nail clippers, stethoscopes, dental care products). A nurse clinic box might be useful.
- Arrange appointment slots in diary. 15-20mins at least. Double appointments- behaviour or pre-neuter advice.
- Initially run on certain days until established.
- Set pricing for nurse clinics and services. Some FOC.

Patient Welfare and Fear Free Training

- Consider all team members completing fear free training or similar.
- Minimal handling
- Calming Pheromone Diffusers
- Anti anxiety medication pre visit (Trazadone or Gabapentin)
- Treats and positive reinforcement.



Consultation Templates

- Create checklists for common technician consultations.
- Helpful for consults involving health checks and advising owners.
- Ensures consistency from team.
- Prevents forgetting to check vital information.



Communication and the Client Experience

- Practice marketing
- Promoting preventative health
- Transparent pricing
- Education

Communication Methods

- Education to improve client engagement.
- Improving compliance and accepting advice
- The 5A's in communication in the medical setting
-Ask-Advise-Assess-Assist-Arrange
- The 5R's in communication for those unwilling to change.
-Relevance-Risks-Rewards-Roadblocks-Repetition

Preventing and Dealing with Difficult Consultations.

- Improving communication reduces incidence.
- Efficiency improves overall client satisfaction.
- Use appropriate terminology that clients can understand
- Transparency with costs and provide estimates as standard.
- Escalate complaints and poor behaviour to management.
- Seek support from your colleagues

In Summary:



Plan the introduction of technician consultations as a team.



Invest in staff training to ensure success.



Plan for setbacks.



Review client satisfaction and compliance.



Celebrate the wins as a team- practice meetings.

Acknowledgements

- Images courtesy of the British Veterinary Nursing Association and Royal (Dick) School of Veterinary Studies.