

FEAR FREE PRE-VISIT CSR FAS PHONE INTERVIEW



As Fear Free certified professionals, we want to make your visit to our hospital the best it can be for you and your pet. If you have a few minutes, I'd like to ask you a few questions so we can take both your and your pet's preferences for your first visit to our hospital into consideration.

How would you describe your pet's reaction to going to the veterinary hospital?

- Eager and excited Subdued Reluctant Somewhere in between

Are there things you or your pet did not like during past veterinary visits?

- Being weighed Getting on the exam table Having a procedure done Being handled by veterinary staff
 Walking through the clinic

How would you describe your pet around other animals and people, such as in the lobby area of the veterinary hospital?

Does your pet prefer:

- Female veterinary professional Male veterinary professional It doesn't matter

What are your pet's favorite treats? (Suggest they bring some to the visit)

Does your pet like to play with toys? If so what kinds? (Suggest they bring their pet's favorite toy)

Has your pet ever been prescribed any medications to help with a visit to the veterinary hospital? If so, what medications were they and what sort of results did you experience?

A successful Fear Free visit starts at home and continues during your travel to our hospital. To help you provide your pet with a pleasant experience on the way to the hospital, I can send you some preparation tips via email. However, I have a few questions regarding travel to see if we need to make any special recommendations.

How and where does your pet travel in the car?

- Carrier Seatbelt Loose

Does your pet show any reluctance to getting in the carrier or car?

- Yes No

How does your pet behave in the car?

- Vocal Barking Whining Restless Pacing Panting Drooling Trembling Hiding

Any nausea, drooling or vomiting, with car travel?

- Yes No