

Your Troubles Are Only Skin Deep

Veterinary Technicians: Communication and the Dermatology Client



Review Dr. Mary Ann Vande Linde's strategies and tactics for **talking to clients, increasing efficiency in the exam room, communicating with veterinarians, and following up with patients.**

Veterinary technicians are uniquely positioned to be the backbone of communication through the veterinary practice—before, during, and after a patient visit.

Before the Exam: **Prepare**

- Prepare a tool kit for diagnosis and education. **Try tip #1** →
- Collect a video or picture.
- Understand the client's and pet's history.

During the Exam: **Investigate**

- Collect and clarify history. **Try tip #2** →
- Collect, prepare and record samples.
- Communicate data to the veterinarian.
- Educate client on plan and follow up.
- Enable accurate care and comfort of the patient throughout treatment.

After the Exam: **Create Relationships**

Teamwork and ongoing care increases client success and comfort as well as the practice's success and recommendation power.

- Schedule recheck appointments and follow up to confirm the client is doing the treatment properly and the problem is being resolved.
- Check in through telemedicine and phone calls and always record these conversations of what is discussed.
- Explain medication and refills to make treatment easier for the client.



Visit our **DOUXO® S3 Vet Tech Heroes Resource Hub** to discover more resources dedicated to providing vet techs with access to high-quality resources, continuing education opportunities, and regular resource updates.

Try these tips!

1. Collect Your Toolkit:

- ✓ Skin sampling, like cytologies, aspirates, and more.
- ✓ Skin scrapings.
- ✓ Ear samples (and clean the pet's ears!)
- ✓ Diet trial explanations.
- ✓ Skin care.

2. Ask Open, Smart Questions.

Help the client become involved in the dialogue and open up quicker by asking questions like:

- ✓ **"Take me through** what you have done to treat Max so far?"
- ✓ **"Tell me what** you have researched."

3. Hear More From Dr. Mary Ann Vande Linde.

Take our RACE-approved 1 hour online CE course **Your Troubles are Only Skin Deep**.

Scan to learn more →

