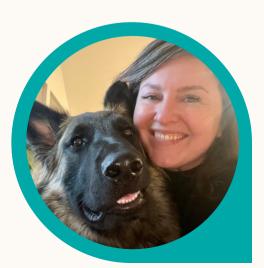
Getting Client Buy-In for Medical Assessments

Techniques for Enrolling Your Clients & Setting Expectations



Behavior Vets

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Approaching the Client

Be Objective

- What are you seeing?
- Don't place blame or allow clients to blame themselves

Describe, Don't Diagnose

- We are not DVMs!
- Don't mention specific conditions or medical terms





Give context

- How does this play a role in the behavior plan? Why does it matter?
- Set expectations
- What can we do in the meantime?



Having Pain vs. Expressing Pain

- Use examples, analogies your own experience! • Brain can deprioritize pain in the presence of other sensory input
- Even occasional pain can cause behavioral symptoms
- Dogs can be stoic and express pain in different ways just like people

It might not be pain!

- Discomfort, mobility issues can also manifest behaviorally • Without rehab, old injuries can deteriorate over time • Anticipation of past pain can also be a factor

Where there's smoke...

- signs of pain be gentle
- Rule out is just that making sure we're not missing anything • Realize that some clients may feel defensive about missing

"But my dog isn't painful because..."

Responding to pushback and "yeah buts"





Approaching the DVM

Advocate for a **Specialist**

- Some clients will want to go to their regular DVM
- Explain the difference between general and specialty



Be Well-Armed

- Videos and photos coming up next!
- Go over anything you're seeing with the client





Consider the DVM's Challenges

- They have limited time
- May not be able to touch the patient
- Patient may be masking signs of pain

What if the client doesn't want to pursue?

- Set expectations moving forward how might this affect the training plan?
- "Put a pin in it"
- Revisit if/when appropriate
- Explain potential limitations of not ruling out possible medical concerns







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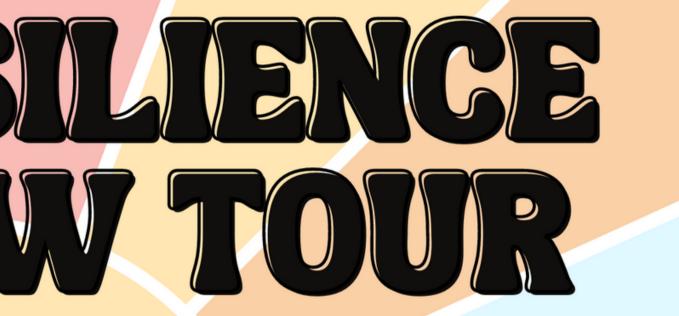
Saturday & Sunday June 3rd & 4th, 2023 9:00am-5:00pm MDT Noble Beast Training Center 4335 Vine St. Denver, CO 80216

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