



# Getting Client Buy-In for Medical Assessments

Techniques for Enrolling Your Clients  
& Setting Expectations



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Behavior Vets  
Worry less. Wag more.

# 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?





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

Responding to pushback and "yeah buts"



## 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...

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

# 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





**Thank you!**



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# THE RESILIENCE RAINBOW TOUR

Saturday & Sunday  
June 3rd & 4th, 2023  
9:00am-5:00pm MDT

@Noble Beast Training Center  
4335 Vine St. Denver, CO 80216



DR. KATHY  
MURPHY  
BVetMed, DPhil,  
CVA, CLAS, MRCVS



BOBBIE  
BHAMBREE  
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**COUPON  
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