

Veterinary Client Relationships

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Goal (learning objective)

Youth will learn how to establish a sound veterinarian-client-patient relationship and why it is important.

Supplies

- Handout 1 - “Scenarios” (enough copies for group)

Pre-lesson preparation

- Read/review Handout 1.
- Understand what a valid veterinarian-client-patient relationship (VCPR) is and how it is created.

Lesson directions and outline

Share the following information with the youth:

According to the American Veterinary Medical Association a VCPR is: “Veterinarian-Client-Patient relationship (VCPR). A VCPR means that all of the following are required:

1. The veterinarian has assumed the responsibility for making medical judgments regarding the health of the patient and the client has agreed to follow the veterinarian’s instructions.
2. The veterinarian has sufficient knowledge of the patient to initiate at least a general or preliminary diagnosis of the medical condition of the patient. This means that the veterinarian is personally acquainted with the keeping and care of the patient by virtue of:
 - a. A timely examination of the patient by the veterinarian, or
 - b. Medically appropriate and timely visits by the veterinarian to the operation where the patient is managed.
3. The veterinarian is readily available for follow-up evaluation or has arranged for the following:
 - a. Veterinary emergency coverage, and
 - b. Continuing care and treatment.
4. The veterinarian provides oversight of treatment, compliance and outcome.
5. Patient records are maintained.”

It is important to establish a valid veterinarian-client-patient relationship (VCPR) for any animal. Without this relationship, a veterinarian will be unable to provide medication or diagnosis which are important in maintaining your animal’s health.

Conducting the activity (DO)

1. Review what a valid Veterinarian-Client-Patient Relationship (VCPR) is with the group.
2. Have youth break up into either smaller groups or teams.
3. Distribute Handout 1.
4. Have groups review the scenarios in Handout 1 and decide if it is a valid VCPR, why or why not? If it is not a valid VCPR what would they do to make a valid VCPR in the scenario?

What did we learn? (REFLECT)

- Ask: How would you establish a valid VCPR?
- Ask: Why is it important to maintain a valid VCPR?

Why is that important? (APPLY)

- Ask: How can this relationship impact your animal?
- Ask: Why is a valid VCPR important from a quality assurance standpoint?

Resources

- American Veterinary Medical Association. (2016). <https://www.avma.org/>
- Ohio State University Extension. (2011). Caring for Animals. *Beef resource handbook* (pages 12-5 through 12-8).
- Ohio State University Extension. (2008). Caring for Animals. *Goat resource handbook* (pages 159-164).
- Ohio State University Extension. (2011). Caring for Animals. *Sheep resource handbook for market and breeding projects* (pages 135-140).
- Ohio State University Extension. (2000). Caring for Animals. *Swine resource handbook for market and breeding projects* (pages 24-1 through 24-6).

HEALTH AND DISEASES: VETERINARY CLIENT RELATIONSHIPS – HANDOUT 1

SCENARIOS

Scenario 1

Jen has three dairy goats that she milks for her family's personal use. One of her does seems to be lethargic and losing weight. She uses an internet search to identify what might be wrong based on the symptoms the goat is displaying and creates a treatment plan based on these search results. Is this a valid Veterinarian-Client-Patient Relationship (VCPR)?

Scenario 2

Tiffany's 4-H lamb appears to be lame. She takes him to a local veterinary clinic for examination. The veterinarian completed a general health exam and discovered the lamb is suffering from a plugged sweat gland. The veterinarian provided treatment to Tiffany's lamb and gave her directions to care for the lamb at home. Is this a valid VCPR?

Scenario 3

Brett's market steer appears to be suffering from bloat. His family raises cattle and has dealt with this issue before. Brett calls the local veterinarian who has been their family vet for nearly 15 years for confirmation of his diagnosis. The veterinarian listens to Brett explain the symptoms and situation before giving him a treatment plan over the phone. Is this a valid VCPR?

Scenario 4

Breanna's pig has spent the hot summer day wallowing in his mud hole. When Breanna goes to feed him, the pig is in his shelter but he is listless and warmer to the touch than normal. Breanna takes the pig's temperature, which is elevated and notices that his skin is pinker than normal. She suspects he is suffering from sunburn. It is late Saturday and the veterinary clinic is already closed for the day. She uses an internet search to find an online veterinary clinic that has a live chat option. She explains the situation, the pig's temperature and answers other health details to the chat operator, who then gives Breanna a treatment plan. Is this a valid VCPR?

Scenario 5

Amy's lamb appears to be scratching her body on whatever objects she can and appears to be very uncomfortable. She isn't eating regularly and is beginning to lose body condition. Amy examines the animal closer, including taking her temperature and finds the lamb is covered with small brown wingless pests. She calls a friend who is more experienced with sheep and the friend explains that her veterinarian calls these Sheep Keds and gives Amy the directions that her vet gave to her. Is this a valid VCPR?