

Wellness checklist for receptionists

Even if clients at your practice get an itemized printout of the services their pet received during a wellness exam, they might not understand or remember everything that was actually done and why. Receptionists can help. Review a checklist like this with clients either before or after a pet's appointment. Modify it as needed, depending on the services received. Everyone will benefit from a better understanding of the wellness services your veterinary practice offers!

✓ A comprehensive physical examination

A head-to-toe exam by the veterinarian uncovers any problem areas that need attention. From checking the pet's ears to listening to the heart, the veterinarian can identify trouble spots and recommend important diagnostic tests or treatment if something needs further attention.

✓ A dental examination

The veterinarian checks for tartar, gingivitis, infections, and decay, and makes any recommendations for improved oral care, both at home and with the help of a professional dental cleaning, if necessary.

✓ Weigh-in and body condition score

You see your pet every day and may not notice subtle changes in your pet's weight. The veterinarian will gauge whether your pet is too thin or too heavy and make recommendations to help your pet reach a more healthy weight.

✓ Heartworm test and prevention

Your pet should be tested for heartworms at least once a year. This is a simple blood test that can be done in the practice and identifies whether your pet has heartworm disease, an easily preventable but serious condition if left untreated. The veterinarian also recommends heartworm preventive medication, a highly effective, monthly tablet or chew that's easy to give your pet.



✓ Check fecal sample

Even though your pet's stool may look normal, it's best to have a sample checked for intestinal parasites. The veterinarian will administer a dewormer if necessary and also make recommendations for future prevention.

✓ Flea and tick prevention

Fleas and ticks carry disease. Without proper preventives, your pet and your family are susceptible to infection. The veterinarian will recommend the right product to keep your pet healthy and parasite-free.

✓ Vaccination

Your pet is susceptible to serious diseases if left unvaccinated. The veterinarian recommends the best vaccination protocol for your pet, based on your pet's lifestyle and environment.

✓ Wellness blood work and urinalysis

While a comprehensive physical examination can identify a lot of health concerns, some conditions are best diagnosed with the help of laboratory work. The veterinarian collects blood and urine samples to make sure your pet is as healthy on the inside as he or she appears on the outside.

✓ Nutritional and behavioral assessment

Good nutrition and behavior are critical components for a well-rounded, healthy pet. The veterinarian asks you questions to make sure your pet is on the right track and offer suggestions if help is needed.



Source: Adapted from information provided by Dr. Jason Anderson and Sheila Grosdidier, RVT.