

# LANAUX1

## Receive clients and their animals for appointments



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### Overview

This standard is about receiving clients and making sure that they and their animals are prepared for appointments.

This standard is suitable for all members of veterinary practice staff.

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### Performance criteria

*You must be able to:*

- P1 acknowledge clients and their animals on arrival at the practice and confirm the purpose of the appointment
- P2 encourage clients and their animals to feel at ease
- P3 where required, inform clients of the approximate waiting time and the reasons for any delay
- P4 explain any practice protocols to clients clearly and within the limits of your responsibility
- P5 direct clients to the appropriate area of the practice and clearly explain any specific requirements
- P6 check that the qualified veterinary staff or nurse has all the appropriate case details for the appointment
- P7 maintain clean, tidy and well prepared public areas of the practice
- P8 comply with health and safety regulations and guidelines at all times
- P9 comply with legislation on data protection and client confidentiality policies

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### Knowledge and understanding

*You need to know and understand:*

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| K1  | why it is important to find out from the client who they are, when they are expected and what kind of appointment they are there to attend   |
| K2  | the normal time scales for appointments, and common reasons for delays   |
| K3  | how to access case records or prepare new records  |
| K4  | how to recognise and deal with any specific requirements the client may have e.g. mobility difficulties, visual impairment   |
| K5  | how to deal with difficult or aggressive clients   |
| K6  | practice procedures for receiving clients and their animals e.g. controlling animals, waiting areas, transporting animals within the practice, emergencies, suspected contagious diseases, second opinions and referrals |
| K7  | why it is important to maintain public areas of the practice in a clean and tidy condition   |
| K8  | how to communicate effectively and in a professional manner with clients and their animals   |
| K9  | the type of actions that may be required following the appointment   |
| K10 | the principles and key points of the relevant health and safety regulations and guidelines   |
| K11 | the principles of data protection and client confidentiality   |
| K12 | the range of services offered by the practice  |
| K13 | when and who to seek advice from   |

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