Gingivostomatitis

Team Member – Client Script

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Greet the client with a smile, shake hands, and introduce yourself, giving your position in the practice. Then:

- Sit next to the client, if possible.
- Do not lean over the table, which may seem as if you are talking down to him or her.
- Show compassion and empathy for the client and his or her difficult position.
- Place your hand over the treatment plan’s total cost while you explain each step of the plan and how it will benefit the patient. This allows the client to focus on the treatment rather than the cost.
- Allow the client to ask questions during the presentation; when you have finished, always give him or her time alone to think of more questions, then return and give more answers.
- Use before-and-after images of other patient successes, which are more powerful than words.

Hello, Ms. Jones. My name is Jane Smith, and I am a registered veterinary nurse. Dr. Andrews has asked me to talk with you about Oscar’s treatment plan for his stomatitis, which is a very painful oral condition most successfully treated with full-mouth extractions. I know the plan sounds extreme, but our goal is to have Oscar feeling better and pain-free as soon as possible. I would like to take a few minutes to go over his treatment plan and address any concerns you may have.

The day of his surgery, we will fully examine Oscar and review his blood work, which will be performed prior to the surgery, to ensure we have no underlying or unexpected concerns during the anesthesia. We will place a catheter in Oscar’s leg to give us a port where we can administer all his medications and fluids during the procedure.

We will give Oscar a pre-anesthesia sedative to help him calm down prior to surgery and medication that will help minimize pain during the procedure. When Oscar is calm, we will administer an anesthetic agent that will put him to sleep. We will then place a tube in his throat that will allow us to administer the gas anesthetic and prevent him aspirating. We will closely monitor him during the procedure and recovery and ensure he is kept warm and as comfortable as possible. The veterinarian will perform an oral examination, much like you have at your dentist, and take radiographs of his mouth that will help while his teeth are extracted. We will give Oscar regional nerve blocks, just like the dentist gives you when you have a filling, which will ensure Oscar does not feel the procedure and does not need too much anesthesia.

The veterinarian will perform the extractions and then get another set of radiographs to ensure all the roots have been removed. He will close the extraction sites with sutures and place Oscar in recovery, where we will closely monitor him and provide additional pain management. Dr. Andrews will call you when the surgery is finished and let you know Oscar’s condition. We will set up a discharge appointment as soon as Oscar is ready to go home and explain his home care and medications. I am also happy to go over the payment options that we offer, if you would like.

I know this is a lot of information, so let me give you a few minutes to digest it. I will come back in a few minutes and happily answer any questions.

Such a script will help the nurse or other team member feel confident that he or she is making the client feel comfortable about the decisions made for his or her pet.