

Name: _____ Date: _____

VA Test Review 102 #2

1. Give the intruder any money/drugs available Don't try to be a hero
A. In case of a robbery
2. Keeps back door accessible for staff during business hours
Opens from the inside only, enables team to exit when needed
Prevents intruders/thieves from entering building
B. Euthanasia
3. Employees should exit the building together Additional safety precaution Always pay attention to what is going on outside before exiting the building
C. Paper based appointment book
4. Control client traffic and flow Reduce staff tension Maximizes productivity
D. Client wrong day/time
5. Works well for a 1 doctor clinic Should have at least 3 columns - DVM, Sx, tech appointments
E. Message delivery
6. Have everything ready prior to client's arrival Mentions details that should not be overlooked while making the appointment (balance overdue, due vax/tests)
F. Signing estimates
7. Happens after the client is already upset
G. Client compliance
8. First variable put in place when setting up a template in a new appointment management system.
H. Reactive customer service
9. Second variable to be put in place when setting up a template
I. Busiest days
10. Normally is the first business day after a holiday
J. Appointment Management System
11. Call the client to reschedule appointment
K. Client service manual
12. Make every attempt to get client worked in
L. Proactive customer service
13. System software will populate client's name, phone number and patient's name We must enter the reason for the visit manually Never schedule an appointment without stating the reason for the visit
M. Buddy system
14. appointment time increments
N. Inaccurate estimates
15. When we need to schedule time to educate clients (obesity, diabetes, cardiac disease, spay, neuter, vax) Allow extra time for this (2-3 units) Always give clients written instructions
O. Units

16. The number or percentage of clients who accept recommendations made by the veterinary team.	P. Visit Reason
17. This is the goal of most practices! Keep current clients while growing client base.	Q. One way lock doors
18. The way clients should be treated by the practice	R. Protesting Client
19. Effective means of training all employees All employees will be able to give the same answers to frequently asked questions Everyone should receive a copy and also have access to the practice's copy Improves team confidence Also called the blue book of the clinic	S. Client retention
20. Arms folded across chest Avoiding eye contact (shy person can do this as well) Playing on the phone Talking on the phone Not listening Anger or frustration	T. Holidays
21. Most common reason for complaints filed with Veterinary Boards	U. Client etiquette
22. Client is giving approval for procedures to be done Client agrees to be financially responsible for the procedures	V. No-show appointments
23. Often refute dx/tx protocols They rely heavily on internet research or family/friend input Best to take an educational approach with these clients, offering handouts and printed out material	W. Hours of operation
24. Clear enunciation of words Lower and deep voice tones These skills make us appear more confident and knowledgeable	X. Client education
25. Should be fully explained to the client Paperwork and payment should be taken care of prior to the procedure Team members must act respectfully until client leaves the building	Y. "Know it all" clients
26. Verbal, Paraverbal, Nonverbal	Z. Paraverbal skills