

Receive clients and their animals to the veterinary practice

Overview

This standard is about receiving clients and their animals to the veterinary practice. This could include clients collecting medication or, food, or veterinary staff receiving animals for appointments.

This standard is suitable for :

- veterinary receptionists
- auxiliary care assistants
- registered veterinary nurse

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Performance criteria

You must be able to:

1. receive and communicate with clients and their animals on arrival to the veterinary practice within the limits of your responsibility
2. check clients and their animals are at ease within the veterinary practice
3. inform clients, where required, of the approximate waiting time and the reasons for any delay
4. explain the relevant veterinary practice protocols to clients within the limits of your responsibility
5. access the correct client records where necessary following General Data Protection Regulation (GDPR) policies and client confidentiality, in accordance with relevant legislation and veterinary practice policy
6. check the animal is identified and restrained according to veterinary practice procedures
7. direct clients to the relevant area of the veterinary practice and explain the services on offer at the veterinary practice
8. consult members of the veterinary team if you have any concerns regarding the animal or client
9. maintain the public areas of the veterinary practice in a clean, tidy and well-managed state
10. carry out your work in accordance with the relevant environmental and health and safety legislation, risk assessment requirements, codes of practice and business policies

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Knowledge and understanding

You need to know and understand:

1. the different methods of communication relevant to the needs of the client and their animals
2. the importance of identifying the client, the animal and the reason for their visit to the veterinary practice
3. the normal time scales for appointments in your veterinary practice, and common reasons for delays
4. how to access and file client records following the correct General Data Protection Regulation (GDPR) policies and client confidentiality, in accordance with relevant legislation and veterinary practice policy
5. how to recognise and deal with any requirements the client may have e.g. mobility difficulties, visual impairment
6. how to deal with challenging behaviour in clients and their animals, within the limits of your own responsibility
7. animal management, including handling, restraint and identification
8. the veterinary practice procedures for receiving clients and their animals
9. the type of actions that may be required following the client and animals visit to the veterinary practice
10. the range of services offered by the veterinary practice relevant to the requirements of the client and the animal
11. when to seek advice regarding the requirements of the client and animal and from whom
12. why it is important to maintain the public areas of the practice in a clean and tidy condition
13. your responsibilities under the relevant environmental and health and safety legislation, codes of practice and business policies

Scope/range

1. Receive clients with the following **animals**:
 - Cats, dogs and exotics OR
 - Equine

2. Receive the following **clients**:
 - Current clients
 - New clients

3. Confirm the following **information**:
 - Client details
 - Animal identity
 - History of veterinary care
 - General Data Protection Regulation (GDPR)

4. Explain veterinary **practice requirements** for:
 - Collection of medication, food and merchandise
 - Appointments
 - Waiting room management
 - Transporting animals to/from the practice

Glossary

Veterinary Practice procedures:

controlling animals, waiting areas, transporting animals within the veterinary practice, emergencies, suspected contagious diseases, second opinions and referrals

Challenging behaviour:

- Aggressive
- Verbal and physical Abuse
- Argumentative
- Making impossible requests
- Not accepting policies and procedures

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Suite Veterinary nursing and auxiliary services

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