Algorithm for handling patients

ENTERING

Clinic | Lobby

Exam room | Procedure room

ROOM

On table

On floor

RESTRAINT

No procedure

Non-invasive

Invasive

Assess body language

CALM

Loose, wiggly body posture	✓
Social, investigative	✓
Approaches easily	✓

STRESSED

Bite, growl, bared teeth	✗
Rigid, tense	✗
Lip, lick, yawn	✗
Retreats, hesitates to enter, hides, cowers	✗

Takes treats

YES

Gently | Roughly

Continue with procedure and reassess body language at each change in the environment

NO

STOP
Re-assess
WANT
or
NEED

WANT = STOP

COUNTER CONDITION

Touch = good

Muzzle = good

Procedure = good

NEED

DRUGS

Anxiolytic

Sedative

General anesthetic

COMPLETION OF PROCEDURE

Dilution	☑
Bonus treats	☑
Simple tricks	☑
End on a good note	☑
"Happy" visits	☑
Schedule desensitization/ counterconditioning	☑

BEHAVIOR CONSULTATION

Source: Colleen S. Koch, DVM