RANGER – telehealth version
Scenario Instruction for Learner

<table>
<thead>
<tr>
<th>Client:</th>
<th>Arlo Thompson.</th>
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<tbody>
<tr>
<td>Patient:</td>
<td>Ranger.</td>
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<td>Signalment:</td>
<td>9-year-old, neutered German Shorthair Pointer.</td>
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<td>Setting:</td>
<td>Telehealth appointment.</td>
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<td>Patient Location:</td>
<td>Offsite.</td>
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<td>Client/Patient Relationship:</td>
<td>Though you have not met them previously, Arlo and their dog Ranger are longtime patrons of this clinic.</td>
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<td>Special Notes:</td>
<td>None.</td>
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Learner Instructions: You are a newly hired DVM at Wheatland Veterinary Clinic, a mixed animal practice. The practice owner, and Ranger’s usual veterinarian, is Dr. Howard. Today, you are conducting telemedicine appointments, and your next videoconference is with Arlo Thompson, regarding their dog, Ranger, who has a cough.

Background: Wheatland Veterinary Clinic
Two years ago, Dr. Howard and the practice manager realized something needed to change. The staff, who had always been a great team, were really struggling to keep up with a surging case load. Rather than limiting new clients, the practice decided to experiment with a new process.

All nonurgent appointments are initiated via telehealth. Once the history, systems review, client perspective, and other key communication tasks are complete, the client and veterinarian negotiate a plan for the in-person component (if in-person follow-up is determined necessary or valuable).

This two-part process allows the staff to anticipate the needs of in-person appointments, resulting in greater efficiency. It has also decreased client wait time and improved revenues, resulting in pay raises for everyone. A medical scribe is typically used to record findings and subsequent plans in real time. That person is on vacation. You will need to take your own notes today.

The general expectation is that by the end of a telehealth appointment, the medical record includes:
- an accurate history
- client perspective and expectations
- disease timeline and progression
- problem list
- potential differentials
- area of physical exam focus (e.g., general, lameness, neurologic, etc.)
- anticipated diagnostics
- potential treatment plan
- estimated costs and client financial considerations

It is the practice’s policy to remind clients that payment is due at the time of service to avoid inaccurate expectations around billing. Plan to define the costs of diagnostics to the best of your ability and use the double thumbs up (fact fabrication) signal as needed when knowingly inventing costs and/or other details.

Ranger’s medical record indicates that he was last seen in January and received his recommended vaccines. Arlo was dispensed heartworm and flea and tick preventatives. Ranger’s only bloodwork (from a dental three years ago) was unremarkable.

Your tasks: establish client rapport, gather information related to patient history and presenting
problem(s), and collaborate with client to develop a plan for next steps. Consider what information you can gather from the client that will help paint a clear clinical picture of the patient, fulfill the practice’s expectations regarding a complete medical record, and rationalize the next steps for care.

Review the skills of the Calgary-Cambridge Guide. What skill(s) do you imagine will help you in the subsequent client encounter? Why did you choose those skills in particular and what effect do you anticipate them having?