Patient(s): Sasha.
Signalment: 2-year-old, spayed domestic shorthair cat.
Setting: Consultation room at the veterinary clinic.
Patient Location: Presumably home. Did not accompany owners to clinic.
Client/Patient Relationship: You have not met this client previously. This is the Kittredge’s’ first appointment at this clinic.
Special Note(s): No patient photo is available.

Learner Instructions: You are a veterinary student employed part-time at a small animal clinic. The clinic is extremely busy today and the veterinarian is running behind. So as not to delay the next appointment, the veterinarian has asked you to initiate the subsequent consultation. Nora [Norman] Kittredge is a first-time client of the clinic and is here to discuss concerns about the behavior and wellness of their 2-year-old cat Sasha.

Your tasks: On behalf of your supervisor/clinician, conduct a thorough, well-structured interview to learn about the presenting problems, client perspective, and relevant patient history. Having gathered a complete history, present the case to your supervisor/clinician/team (i.e., coach). If knowledge gaps are identified during case presentation, return to the client, and resume the interview until sufficient clarity is achieved.

Note: The most valuable diagnostic tool is a comprehensive patient history. This is particularly true for behavioral cases. The intent of this scenario is not to solve a problem, but to thoroughly understand the situation.

As you engage with the simulated client, be aware of your internal dialogue, assumptions you might be making, and any biases that emerge for you. Understanding your own perspective is an important component of communication.

A common challenge we have as veterinarians is wanting to solve a problem before we have all the information to do so effectively, efficiently, and in a way that supports the client and patient. Consider how the skills of the Calgary-Cambridge Guide might improve your efficacy. Consider how you might structure the interview around wellness topics so you gather the information you need and understand the context for which you will be making preventative recommendations (i.e., risk factors, likelihood of exposure, etc.).