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# Empowering your clients – the patient care journey

**Susan Campbell**

DipAVN (medical) RVN FHEA certSAN certVNECC

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# Learning objectives:

- Preparing for a nurse consultation
- Predict and plan for any conflict or difficult patient or client care topics
- Present the evidence and the options for management
- Problem-solve client abilities, patient tolerance and product availability and costs
- Prepare a plan for management at home, support and monitoring
- Progress revisits; telephone, video or in-patient consultations



# Preparing for a nurse consultation

- Previous clinical notes
- Pre-visit history form or patient scoring forms
- Free catch samples
- Pre-clinic-visit medication
- Equipment
- Clinic environment



# Predict and plan ahead

- Previous conflict
- Difficult patient or client care topics
- Last visit or communication with staff
- Special requirements, patient temperament, client concerns
- Discharge instructions
- Aims for this visit





- Evidence
- Options
- Daily care-giver(s) involvement in making the plan



## Client's:

- Engagement
- Physical ability
- Emotional ability

## Patient's:

- Tolerance
- Emotional and physical well-being

## Product:

- Availability, acceptance and cost



- Home management
- Support
- Monitoring
- EBVM



## Revisit or update by:

- Telephone
- Video consultation
- App/social media
- In-person consultation





# A team approach

- Clinic staff
- Para-professionals
- Patient care-givers
- Praise and recap successes
- Agree on next plan, target, go
- Book date and time for next revisit







THE UNIVERSITY of EDINBURGH  
The Royal (Dick) School  
of Veterinary Studies



**Thank you**  
**Any questions?**

