



5 Powerful Tips that will **IMPROVE your relationship** **with your vet!**

1. Be BRUTALLY honest. Your vet will THANK you for it!

Different people have different points of views, expectations and beliefs. Unless it is clearly stated, it is easy to assume one's personal view as 'normal' for everyone else and increase the chance of misunderstandings.

Topics like finances should be discussed from the start without fear of judgement, how much can you afford, what you consider as expensive, what sort of treatment are you expecting and any concerns relating to money.

Discussion on your personal definition of quality of life, factors involved and any special circumstances you may have would be helpful for your vet to make more specific recommendations.

2. Think all vets are the same? THEY ARE NOT!

Understand deeply your vet's interests, personal views and specialities.

Different vets have different interests, personal views and specialities.

There may be certain specific requirements you are looking for your pet, for example, good with certain dog breeds, cats-only, exotic species.

Perhaps you are interested in a speciality like a bone surgeon, acupuncturist or a medic specialising in diabetes.

Ask them. Vets are usually helpful in sharing their thoughts and experience.

Learning more about your vet's personal views will help you decide whether it is a good fit or not. For example, his view on neutering, food

choices, amount of exercise, etc will allow you to know whether it is similar to your own views and beliefs.

Learning and knowing what your vet can or cannot do will be useful to set expectations from the beginning. There are some vets with more specific skill sets than others that may be relevant to you.

3. Be BRAVE to provide SOLID and HONEST feedback. Something good to say? Say it. Something bad to say? Shout it!

As professionals, we LOVE feedback. If the feedback is good, we will keep doing it.

If the feedback is not ideal, we are now aware so we can address the issues. It is often said that for everyone that complains, there are 9 others that are silently complaining. Please do complain. It is the only way we truly know what is bothering you and it gives us a chance to rectify our flaws.

It is not uncommon for many professionals not to receive feedback and it is extremely hard to validate ourselves whether we are still doing the right things or not. We RELISH feedback. In fact, at Amity, not only do we actively seek out feedback, if the feedback is negative, our customers are REWARDED. Do you know how hard it is to obtain honest feedback (especially bad ones!) so we can learn to improve our craft?!

4. Request for a particular vet if desired. If you do not, it could be assumed that you do not mind! You are the customer, BE MORE DEMANDING!

Most vet practices work on a rota basis. That means that certain vets are working certain hours of a certain day in the week. If you prefer a particular vet for any reason, it is usually helpful to request him or her when making the appointment. It allows the practice a chance to accommodate the request or at least inform you that it is not possible

(due to various reasons) and you will be attended by another vet instead. At least you will know!

At least, this will set expectation (no more surprises!) or allow you to reschedule so you can see the preferred vet at another time. Don't ask, don't get!

5. HELP US TO HELP YOU. State any not ideal situations you had in the past so your vet is aware and take your experiences into consideration.

Maybe, you had a bad experience (for example, losing your pet under a general anaesthetic) and may be more sensitive and concerned to certain vet procedures (in this case, any future anaesthetic). Or maybe you felt your previous vet did not listen you and take your expectations into consideration.

It is so so important that you voice your concerns and worries to your vet, they are more likely to be more sensitive to your needs and increase the chances of a better mutual understanding. Some things should never be left up to chance! Understanding you, the pet owner, is paramount for a successful relationship.

So, here are the TOP 5 tips you can use to improve your relationship with your vet. In fact, if you do this, you may make them beg for you to work with them more and make you their Top Customer! If they do not appreciate your effort, bravery and commitment to have an honest and fulfilling relationship, perhaps it is a sign to look for a vet that does!

amity culture: *seek out feedback*