The phone rings. A panicking client says a cat or dog is having a seizure. Here’s what your client service representative can ask to gather more information.

“These questions not only gather history,” says Katherine Donahue, DVM, veterinary medical director at Guardian Vets. “They can help calm, focus and redirect a panicking client.”

- “Has your pet had a seizure before?”
- “What is your pet’s body temperature? Do you think they may be hot?” (for possible heat stroke)
- “Is your pet able to stand? Does he seem aware of his surroundings? Is he responding to his name?”
- “Is your pet salivating? Has your pet peed or pooped right now?”
- “Is the pet safe—away from stairs or water to avoid falling or drowning?”
- “Has your pet been sick with a fever recently?”
- “Does your pet have other conditions?”
- “Is your pet taking any medications?”
- “Is there a possibility your pet got into any human medications? What about any possible toxins, lawncare products or pesticides? What about marijuana?”
- “How long was the seizure?” or “How long has the seizure been going?”
- “Can you tell me your pet’s age, breed and sex?”

Source: Katherine Donahue, DVM, veterinary medical director at Guardian Vets