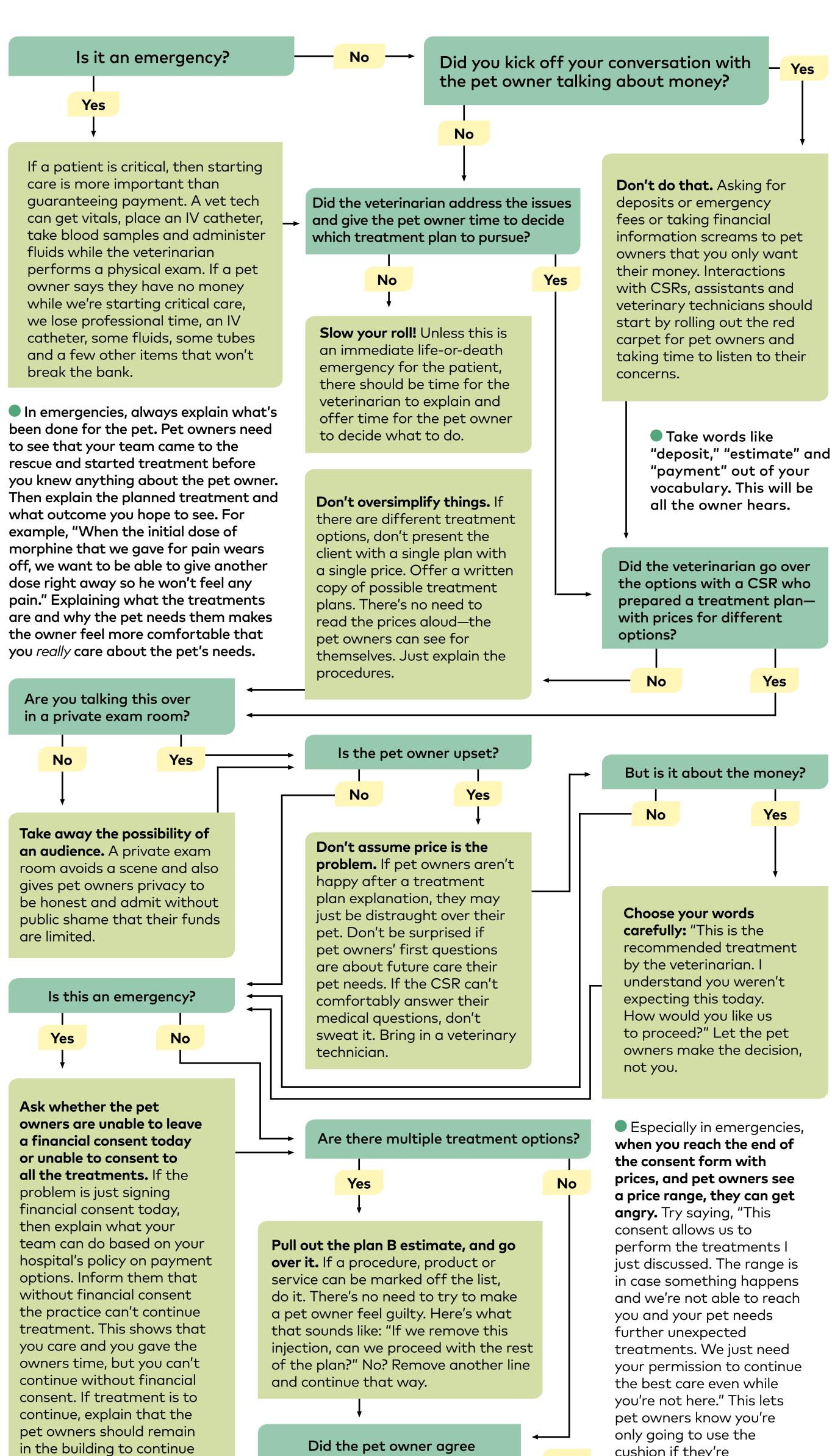


## A journey to talking money without ticking off pet owners

Veterinary practice team: What new approaches could your client service representatives (CSRs) and others try?

SOURCE: Naomi Strollo, RVT



to a treatment plan?

Sometimes you do

pay for treatment.

everything right, but a pet

owner still can't or won't

No

care. They can find or phone

options. But remember, their

financial consent is allowing

family members or friends

or explore other payment

your team to continue

treatment.

cushion if they're

unreachable.

Get the pet owner's signature and

so they can start treatment. Do the

amazing work you do!

notify the technician and/or veterinarian

Yes