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Knowledge & Coaching = Empowerment

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ENABLING OLDER CLIENTS

Studies suggest that about 4 percent of people 65 to 69 years old, and one in five between 80 to 84 years old, experience moderate to severe memory impairment.

To help combat the issue, leading veterinarians suggest taking these practical steps:

- Try to stick to just one or two treatments a day to simplify patient care and improve client compliance.
- Use Microsoft Outlook to print a calendar with the pill schedule on it. As clients check off each care task. With this approach, if clients wonder, “Did I give that pill?” they can look on the calendar and see it’s checked off”.
- Help clients take the next step. Have team members pre-load insulin syringes for client pick up.
- Watch the size of type you use on everything you give older clients.
- Keep older clients engaged. Pay attention to them when you talk and gauge their understanding and responses. Have team members make follow up phone calls.
- Arrange for home delivery of prescriptions and food with “in-home” pet monitoring.

Veterinary Economics – June 2005