

Vet Clinic Waiting Room Etiquette

There can be a lot going on in a Vet clinic waiting area. Stress and anticipation can be prevalent, especially in emergency situations where an accident or injury has occurred.

Understandably this can cause upset for pets, their owners and even staff.

Even if you're waiting for a routine or scheduled appointment, it can become stressful due to unexpected delays caused by other patients illnesses or emergencies.

There are key things that our clients can do to help to create a positive and calm environment for our patients



KEEP YOUR DOGS ON A LEASH

Waiting areas can be crowded and noisy at times.

Even a friendly dog if loose can make matters stressful.

KEEP YOUR CAT IN A CAGE

Ensure your cat is in a suitable cage. This is for their safety and

comfort. Cat friendly seating, blanket covers and calming

Feliway spray are all available in the waiting room.



KEEP YOUR PET AWAY FROM OTHER WAITING ANIMALS

Keep your dog close and within your control at all times.

Not only can it help reduce stress and anxiety in other animals but also reduces the spread of disease. Limiting interactions may reduce the chance of reaction or aggression from another pet in pain.

What can you do before you arrive?

- **TOILET YOUR PET AHEAD OF TIME**

This will help keep your pet calmer during the wait. It will also reduce the likelihood of accidents in the building.

- **TALK TO STAFF ABOUT YOUR PETS NEEDS**

Please let reception staff know in advance if they are showing signs of illness that may be contagious, such as coughing, sneezing, vomiting or diarrhoea. Also, please don't hesitate to inform a staff member if your pet has had an accident in the clinic.

We understand that your pets are valued members of the family and it is upsetting when they are unwell or have suffered an accident. By offering these tips and advice, we hope to encourage awareness around other pets in a clinic environment in which we strive to create a positive and calm experience.