Role-play activity

Start with a Q&A examples below, split into pairs and play the part of receptionist and pet owner. What happens if you let the client know the situation could be serious and he or she needs to bring in the pet, and they balk?

”Can’t you just prescribe something and I can just pick it up?”
Write your team’s preferred response here:

”I’m too busy to bring in the pet.”
Write your team’s preferred response here:

”Look, Dusty had this same problem before and it turned out to be nothing. Why do I need to come in?”
Write your team’s preferred response here:

”This has come up three times, and the doctor always just tells me to buy X/do X. Can you just ask if I can do that again?”
Write your team’s preferred response here:

”I’m strapped for cash right now. If I come in, can you bill me? Or can I put this off?”
Write your team’s preferred response here:

”I don’t really need to come in. You just want me to pay for a visit, right?”
Write your team’s preferred response here: