

Students Respond

What got my attention is when I read about how to get along with co-workers. It is important to get along and be friendly with each other while working, so clients don't have a bad day. This post helped me realize that ignoring the person you work with, who may be assigned as your partner, doesn't get the job done right. What matters is giving the patients a happy visit so they come back again. It is always smart to demonstrate good manners to represent who you worked for and why you wanted to work in the veterinary field. Gossip should not be allowed while working, so you have to do your part to prevent it. It can ruin people's lives and make them quit what they love. Being kind, helpful, and respectful makes clients feel welcomed and giving compliments to others guarantees people want to come back.

This post was interesting to me because it related to situations in my life. Sometimes, I feel like giving up when I can't do something. This person showed that if you keep a positive attitude you can overcome any nervousness that you may have. All that you have to do is smile, stay calm, and it can make such a difference. This person's patient was very kind and even rewarded her with peaches from her farm. It is all about how you handle the situation which will determine the outcome.

I think it is interesting how just one person can change the mood of a place by how they act and what their face expresses. My perspective changed on this because I always have a resting face that is called "A look that can kill." This blog made me realize that I need to practice being a little more friendly and smiling in a way that is genuine. "Your attitude can make a patient's day," is definitely something I am going to try and think about more often.

Now that I think about it, communication really is the key to a successful clinic. At first I thought it was teamwork and efficiency; but now I realize that neither would exist without communication. A great point was made about the uses and benefits of communication as well. For example, reading body language and asking questions are always part of clinics especially in the morning when people aren't always in their best moods. In regards to the benefits, I look forward to using communication to establish better relationships and preventing problems with both patients and peers.

I agree that maintaining a positive attitude in a work setting is an admirable and effective quality to have in the workplace. I enjoyed reading about how you were uncomfortable with a client around. I found your experience interesting in how you overcame that discomfort by simply being positive. I have dealt with issues like this in the past. After reading this, I realized that I should be smiling more and more positive to clients during clinics so that the client and I feel like we are both in a safe environment. I used to try and avoid client interactions, but next time I will try and follow your advice and be positive to alleviate my anxiety with this issue. Overall having a smile on your face can turn an inwardly nerve racking situation into an optimistic one that makes everyone around you more comfortable.

CAVIT Clinic



"Clinic Experiences"



January 2020

Highlighted Blogs

The Importance of Having a Positive Attitude

While having a positive attitude can be hard to do, especially in a workplace where you deal with difficult people, it is one of the most important things you need to have. Having a positive attitude can also make your day better, along with your patients and your coworkers. If you have a negative attitude your patients are not going to want to see you, and it looks so unprofessional not only for you but for your workplace. You may not think so, but your patients notice everything.

I recall one clinic where I was super tired because let's face it school starts way too early and



no one is happy or awake enough to be dealing with patients. Aside from that point, there was a patient I guess he noticed that I just looked really tired and serious like I did not want to be there and he said I needed to smile more.

Fast forward to last week, where we had that same patient again and I did not realize it until he said something to me. This clinic I was more energized and awake and he noticed. He said, "I remember you, it's nice to see you smiling." Your attitude can make your patients day without you realizing it which is why it is always so important to have a positive attitude. If your doctor sees you have a negative attitude, he'll probably

say something to you and that's usually not good. You should never let your personal life interfere with your work life. While you may be tired and seem mad, try your hardest to smile because other people are going to notice your attitude.

Highlighted Blogs

Oh No There's a Dog in the Massage Clinic!

In massage clinics, sometimes the clients bring in service animals. It is important to keep calm and not make the service animal uncomfortable with how you are treating their human. Also, they may be adorable, but they are working! You should never pet a service animal if it has its work vest on.

The last clinic I had, there was a nice lady who needed to bring her service dog in the bay with us. It was a very large dog but she was really sweet and just laid down for most of the appointment. I had to find a way to work around the service dog as the client was holding its leash so it didn't run off most of the time. Sometimes the dog would get up and start whining and I almost had a heart attack because what if my client wasn't okay. But, the client let me know that the dog is just wanting her attention and that if something were wrong, the dog would bark not whine.

It is important to always keep calm even when you don't think you can handle it. Service animals may be protective of their humans, but they are not meaning to be aggressive if they are rude to you.



The link below has more about how to deal with service animals:

https://www.ada.gov/regs2010/service_animal_ga.html

Have you ever had a service animal come into the clinic? How did you deal with the situation?

