VETERINARIANS
• Determine life stage for each canine patient and communicate that to each staff member during the pet’s visit.
• Make individualized preventive care recommendations for each patient based on history, physical exam, life stage, and risk factors.
• Diagnose and treat disease.
• Provide an appropriate level of oversight and supervision as veterinary teams work to implement life stage-based recommendations.
• Administer, coordinate, and supervise client education.

PRACTICE MANAGERS
• Support the training and education of veterinary technicians to assume a larger and appropriate role in individualized, life stage-based preventive care.
• Support and encourage basic and advanced continuing education in preventive healthcare strategies for all team members.
• Ensure veterinarians, credentialed technicians, and assistants are performing tasks appropriate to their skill level and their state/provincial veterinary practice act.
• Maintain an adequate supply of materials required to perform preventive healthcare procedures and educate clients.
• Plan team meetings for training and motivation.

VETERINARY TECHNICIANS
• Obtain a patient medical and dental history.
• Before the procedure, explain to the client the preventive healthcare strategy indicated based on the dog’s life stage.
• At the time of discharge, explain to the client the treatments performed.
• Answer client questions.
• Translate veterinary diagnoses into lay terms.
• Reassure the client by demonstrating expertise in individualized life stage-based preventive care.
• Obtain samples for laboratory analysis (e.g., blood, urine, ear cytology, etc.).
• Perform basic diagnostic tests (e.g., radiographs, blood pressure, intraocular pressure, etc.).
• Educate the client on how to provide quality home preventive care.
• Follow up with the client after discharge to check the pet’s status.

VETERINARY ASSISTANTS
• Act as an assistant to the credentialed veterinary technician.
• If the practice does not have a credentialed veterinary technician, the assistant may be involved to the level that the veterinarian deems appropriate*.

CLIENT SERVICE REPRESENTATIVES
• Answer client questions, or find an appropriate team member to do so.
• Give clients relevant printed or online information at discharge.
• Review procedures that were performed, and explain the value of regular preventive healthcare.
• Schedule a follow-up appointment at check out.
• Send reminders at appropriate times using the client’s preferred communication method (e.g., text, email, telephone, or mail).

*In accordance with the state/provincial veterinary practice act.