Algorithm for handling patients

**ENTERING**
- Clinic
- Lobby
- Exam room
- Procedure room

**ROOM**
- On table
- Procedure room
- On floor

**RESTRANT**
- No procedure
- Non-invasive
- Invasive

**CALM**
- Loose, wiggly body posture
- Social, investigative
- Approaches easily

**STRESSED**
- Bite, growl, bared teeth
- Rigid, tense
- Lip, lick, yawn
- Retreats, hesitates to enter, hides, cowers

**Assess body language**

**Takes treats**

**STOP**
- Re-assess WANT or NEED
- WANT = STOP
- NEED

**DRUGS**
- Anxiolytic
- Sedative
- General anesthetic

**COUNTER CONDITION**
- Touch = good
- Muzzle = good
- Procedure = good

**COMPLETION OF PROCEDURE**
- Dilution
- Bonus treats
- Simple tricks
- End on a good note
- “Happy” visits
- Schedule desensitization/counterconditioning

Source: Colleen S. Koch, DVM