

RealCareer™ Employability Skills Program

Vet Tech Careers

Patience

Scenario: Someone hits a clients' dog, Maddie, with their car. Maddie has extensive trauma and needs emergency surgery. Paul, the veterinarian, discusses the prognosis with Maddie's owner and the cost of surgery. The owner has approved going forward with the surgery, knowing that there is a 50% chance that Maddie will not survive. Maddie did not make it out of surgery alive. The owner is mad that Maddie died and does not want to pay the bill.

Points of view to consider

- Paul, the veterinarian
 - Maddie's owner
 - Maddie, the dog
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Key questions

- How can the veterinarian handle this situation patiently?
- Who is responsible for the bill?
- What can be done in future situations?