Client Communication: Parasitology (Instructor's Guide)

Time: 30 minutes

Group Size: 3

Materials Needed: Computer/projector

INSTRUCTIONS:

Display a list of communication skills on the screen using the provided PowerPoint (or software of your choice) so students may reference it during the activity. A skill that can be introduced here is the "tell back" or "ask-tell-ask" skill. You may alter this activity as needed, depending on your classroom setup. For more information about how you can set up your classroom, refer to Module 1: Client Communication Activity Instructor's Guide.

Before beginning, remind students that they have only a limited amount of time for each discussion. Therefore, they should first decide what key points they would like to talk about in their short time.

- 1. Student A will start as the veterinary expert. Student B will be the client. Student C will be the observer.
- 2. The students will hold a conversation (see parasites below), focusing on the communication skills they have learned to this point in your curriculum. Student A should explain pertinent information about their assigned parasite to Student B, and should solicit concerns or questions.
- 3. After a short time, stop the conversations to enter the feedback phase of the activity. The observer in each group will provide feedback to the students on their communication skills.
- 4. The students should then rotate roles, and initiate a second conversation.
- 5. After a short time, stop the conversations and begin feedback. The observer in each group will provide feedback to the students on their communication skills.
- 6. Rotate once again, as time permits.
- 7. Facilitate a discussion to debrief (10 minutes)
 - a. What communication skills worked well during your conversation?
 - b. What communication skills did you find difficult to use?
 - c. In regards to non-verbal skills, what felt comfortable for you? What felt uncomfortable? How have you seen these used in veterinary practices?
 - d. In the limited amount of time you had, what did you focus on for your parasite?

FLEAS SCENARIO - DVM

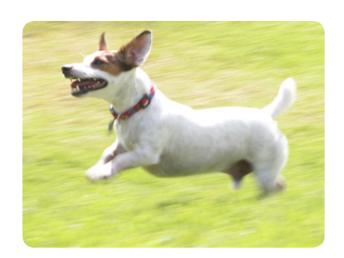
Client: Mr. or Ms. Jones

Patient: 3-year-old castrated male Jack Russell terrier

named Georgie

Chief Complaint: Pruritus

During your physical exam you discovered fleas on your patient, and need to have a discussion with the owner.



- Other disease concerns (e.g., tapeworms, Bartonella, plague)
- Flea allergy dermatitis; blood loss in young animals
- Spread within homes/apartments (via duct work); Spread via wildlife (in attics, under homes)
- Cleaning the home; Difficulty in eliminating infestation w/o use of preventives and professional pest controls
- · Monthly preventive care

TICKS SCENARIO - DVM

Client: Mr. or Ms. Paisley

Patient: 4-year-old castrated male Beagle named

Sprint

Chief Complaint: Owner noticed tick

The owner reported finding a tick on the patient earlier today, and wanted to get more information from you.



- Other disease concerns (e.g., Borrelia, Rickettsial disease, anaplasmosis)
- Tick paralysis; blood loss in young animals
- Infestations within homes/apartments; Migration via wildlife and family travels
- Treating the home; Difficulty in eliminating infestation w/o use of preventives and professional pest controls
- Regular preventive care

HOOKWORMS/ROUNDWORMS/WHIPWORMS SCENARIO - DVM

Client: Mr. or Ms. Nelson

Patient: 2-month-old male Dachshund named

Squidge

Chief Complaint: Puppy exam

The owner obtained a new puppy last week. Talk to the owner about hookworms, roundworms, and/or whipworms.



- Zoonotic potential
- Parasite transmission
- Regular preventive care
- Persistence of larvae in the environment (hookworms)
- Longevity of viable eggs in the environment (roundworms)
- Long life cycle (whipworms)
- Can be difficult to diagnose (whipworms)

TAPEWORMS SCENARIO - DVM

Client: Mr. or Ms. Jennings

Patient: 1-year-old castrated male mixed-breed dog

named Teddy

Chief Complaint: Wellness exam

The owner noticed something that "looked like rice" in the patient's feces. You suspect tapeworms.



- Transmission through fleas, raw meat, amphibians, etc.
- Macroscopic identification
- Treatment, prevention

HEARTWORMS SCENARIO - DVM

Client: Mr. or Ms. Brooks

Patient: 3-month-old female Dalmatian named Spot

Chief Complaint: Wellness exam

The owner obtained a new dog last week, and will be moving to an area with a high prevalence of heartworm disease.



- Transmission via mosquitoes
- Differences between canine and feline infection
- Risk to indoor animals
- Geographic prevalence/incidence
- Regular preventive care

TOXOPLASMOSIS SCENARIO - DVM

Client: Mr. or Ms. Hill

Patient: 5-year-old spayed female DSH named Lily

The owners recently found out that they will be having a baby, and are concerned about keeping their cat during this time. Have a discussion about toxoplasmosis.



- Neurologic signs
- Zoonotic potential
- Pregnancy concerns for clients
- Litterbox care

DEMODEX SCENARIO - DVM

Client: Mr. or Ms. Rogers

Patient: 7-year-old male Shar Pei mix named Duke

Chief Complaint: Pruritus

The owner recently adopted the patient from the local shelter. You find Demodex on a deep skin scrape.



- Individual susceptibility
- Diagnosis and treatment

SCABIES SCENARIO - DVM

Client: Mr. or Ms. Williams

Patient: 7-year-old female mixed-breed dog named

Ella

Chief Complaint: Pruritus

The owner is fostering the patient for a local rescue. You suspect Scabies.



- Zoonotic potential
- Transmission between animals
- Diagnosis and treatment