

SETTING

Veterinary Clinic

CLIENT

You are concerned about your 13-year-old female cat because she has suddenly stopped using her litter box.

TASK

- When asked, say you're concerned about your cat; she's stopped using her litter box.
- When asked, say your cat is thirteen years old. She's spayed. She doesn't have any health conditions and she's never had any problems like this before. She just stopped using the litter box a few days ago. She's been using the floor in the room where her litter box is instead of the litter box.
- When asked, say you haven't changed anything about the litter box. When asked, say you're not sure if your cat is going to the toilet more but the urine is smelly. You haven't noticed any blood in her urine. She's licking herself more. You haven't noticed any other symptoms.
- When asked, say you know that UTIs (urinary tract infections) can be really serious. You'd like to know what the treatment will be.
- Say it's fine for the vet to take a urine sample.

SETTING

Veterinary Clinic

VET

Your client has brought his/her 13-year-old female cat to the vet because she has suddenly stopped using her litter box. You suspect a urinary tract infection (UTI).

TASK

- Find out reason for client's visit.
- Find out relevant details about cat (age, whole or spayed, any health conditions, onset of behavioural change: not using litter box, etc.).
- Find out about any changes to litter box (e.g., location, brand of litter, etc.). Explore other symptoms (frequent urination, strong-smelling urine, blood in urine, visible pain, increased licking of urinary opening, lack of appetite, lethargy, etc.).
- Give possible diagnosis of urinary tract infection/UTI (e.g., bacterial infection in bladder/urethra, caused by: age, lack of hygiene, diet, etc.). Outline possibility of differential diagnosis (FIC/feline idiopathic cystitis: inflammation in bladder/urethra, no obvious underlying cause, etc.). Advise next steps (e.g., examination, urinalysis, etc.). Give information about urinalysis (e.g., needle passed through abdominal wall into bladder, urine withdrawn directly into syringe, analysis under microscope, etc.). Find out any questions/concerns.
- Resist request to comment on treatment (e.g., need for confirmation of diagnosis, dependent on severity/cause, etc.). Reassure client about UTI (e.g., treatable, caught early, usually no long-term effects, etc.). Establish client's consent for urine sample to be taken.