**Client Communication**

* It is important for the farmer to understand that hoof care and trimming is important and not done it can result in issues such as lameness, infections and ulcers that can be very painful for the animal.
* Conditions such as lameness can affect the productivity of the animal such as affect its walking, milk yield, food consumption.
* The farmer should be informed on how to look out for overgrown hoofs and signs of lameness such as abnormal gait.
* The farmer should be aware that the animal’s environment can play a major role in causing hoof diseases such as hoof rot. The floorings should not cause any damage to the hoofs and should be kept dry and clean to avoid build-up of bacteria.
* Any tests to be done and sample to be taken should be mentioned and done with the farmer’s permission.
* The client should be aware of the surgical procedures to be done and possible prognosis. Consent forms should be signed.
* The risks and complications associated with each procedure to be done should be discussed with the client.
* The client should be informed of all drugs used pre, intra and post-operatively as well as withdrawal periods and any side effects related.
* The fees involved should be discussed.
* The farmer should be informed of any behavioral changes that can occur after the procedure.
* The farmer should be educated on prophylactic hoof trimming and how to set up a hoof trimming program on the farm as a preventative method. This program can include routine trimming of hoofs as needed along with the implementation of routine foot baths for animals and controlling environmental factors.