

Welcome Video Script

"Our valued clients have become the heart and soul of our program!" Dr. Steve Hines, DC Program Director

Hello. I'm Dr. Steve Hines, director of the Diagnostic Challenge Program and I wanted to take a couple minutes to personally welcome you, our new and returning clients, and thank you for choosing to participate.

The Diagnostic Challenge, or DC's as we often refer to them, were first conceived in 1991 by myself and a fellow instructor (Dr. Guy Palmer) who shared a connecting door between our offices allowing us to carry on long conversations about our methods for training veterinary students. Our initial aim was application. To create an opportunity for students to apply the vast knowledge they were acquiring to real-life situations.

The DC program has changed **DRAMATICALLY** since its inception, but perhaps our most significant improvement has been the inclusion of you, our valued clients who have become the heart and soul of our program.

In the early years role-plays were conducted between students and faculty members. I even remember my own character wore a hat and I'd tell the students, *"OK, now whenever I am wearing this hat, I am your client. Talk to me, not as your professor, but as if I am your client."* It was pretty goofy☺ Since that time we've learned it's best to leave the acting in the capable hands of our clients and the program has certainly flourished for it.

We know our clients come to us from different walks of life and with varying levels of acting experience. This is a reality we not only acknowledge, but rather embrace. Therefore, our team has generated a training program designed to teach you the tools and provide you the confidence for a **TERRIFIC** DC experience!

What began as a unique teaching method conceived through an open door adjoining two offices has grown to be a well-respected and highly anticipated tradition thanks to the efforts and energies of former participants like you.

As a client you are a critical piece of the DC puzzle and therefore on behalf of myself, our DC team, and our students I thank you profusely for investing your time and for continuing to be, as I've mentioned previously, the heart and soul of this celebrated program.

Enjoy the training program and I'll look forward to seeing you at this year's DC's! Take care☺