**Client Communication**

* It is important for the farmer to understand that teat lacerations are painful for the animal therefore milking and suckling of calves should be avoided not to add additional stress to the animal.
* The client can be informed on how to manage cases before vet arrival, such as use of cold therapy to help with pain and swelling of teat lacerations.
* Mastitis can cause a decrease in milk production, weight due to stress on the animal.
* The prognosis of the condition can vary depending on the case, the type of laceration, and severity of condition.
* Any tests to be done and sample to be taken should be mentioned.
* 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.
* Any behavioural changes and changes with production should be relayed to the client.
* In cases of teat or udder amputations the client should be made well aware of the changes in milk production that can occur.