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# Bridging the Gap: Human and AI Interpersonal Communication Capacities for Veterinary Care Management

*Abstract: -* This study investigates the impact of ChatGPT, an Artificial Intelligence (AI) platform, on interpersonal communication in the context of Veterinary Service. First, it compares the solutions and knowledge provided by ChatGPT with those of Communication Science students. And then, content analysis is employed to categorize the data collected from both sources. The study aims to shed light on the application of ChatGPT in Communication Science research and provide insights into future challenges and prospects for Veterinary Services. It emphasizes the need for Veterinary Services to adopt a comprehensive communication strategy that bridges the digital divide and fosters meaningful connections. Despite several challenges, integrating digital and traditional communication practices is seen as a pathway for enhancing patient satisfaction.

*Keywords:* ChatGPT, Health, Interpersonal Communication, Patient Satisfaction.

## I. INTRODUCTION

Exploring the latest technology in terms of interpersonal communication is currently an interesting challenge, especially with the presence of Artificial Intelligence (AI) technology. Artificial Intelligence has undergone rapid development throughout 2023. This advancement marks a significant progression in the field, indicating the growing capabilities and applications of AI technology. The increasing utilization of Artificial Intelligence can be attributed to its ability to process and communicate data and text efficiently. This capability allows AI systems to analyze large volumes of information swiftly and derive valuable insights, thereby supporting decision-making processes. Interestingly, Artificial Intelligence, including platforms like ChatGPT, demonstrates proficiency in understanding and interpreting interpersonal communication dynamics. This observation highlights the evolving nature of AI technologies and their potential to contribute to human-like interactions.

The utilization of ChatGPT sparks extensive discussions and debates due to its remarkable proficiency in generating human-like text. Wardat [1] and Gursoy [2] explore the implications and potential repercussions of ChatGPT in education and the business sector. Effective communication has become imperative in today's rapidly evolving technological landscape and global market expansion. The fast-paced nature of the modern business environment highlights the importance of interpersonal communication as a critical skill for success, particularly in the digital age. Research emphasizes that this vital competency underpins relationships, strategic initiatives, and collaborative endeavors for business, industry, and education as well [3,4].

One sector that ChatGPT impacts is the veterinary service industry, where there is a growing population of millennial pet owners who are connected to the internet and seek optimal care for their pets. Kogan [5] reveal that millennial pet owners desire more frequent medical updates and are willing to pay extra for this service, mainly through text messages every 4 to 6 hours. In the context of the Veterinary Service, effective communication is crucial as it is significantly related to the outcome of veterinarian-patient communication and overall healthcare literacy. Additionally, Takuwa [6] found that search engine optimization, Google advertisement, and social media advertisement have a significant impact on the annual profit of veterinary

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practices, highlighting the importance of maintaining a balanced client-veterinarian relationship rather than using it for ordering medicine online only. ChatGPT, as a prominent AI innovation, significantly influences the evolution of communication in both educational and business spheres by understanding and responding to human dialogues in everyday conversations. Its application in the Veterinary Service can enhance communication between veterinarians and pet owners, improving patient care and client satisfaction.

The use of ChatGPT extends beyond veterinary services. Jangjarat [7] observe its use in various social media platforms, particularly in personal care services that facilitate human-robot interactions. Hariri [8] and Ooi [9] further explore the potential of ChatGPT, recognizing its proficiency in simulating text-based conversations that resemble human interaction and creating personalized content. The launch of ChatGPT in late 2022 and early 2023 marked a significant milestone, with OpenAI's innovative platform attracting one million users within five days. Its rapid and engaging responses and ability to provide structured replies and recall past inquiries have positioned ChatGPT as a valuable tool for addressing various topics, including interpersonal communication in the business domain.

Furthermore, Setiawan and Luthfiyani [10] emphasize the efficacy of ChatGPT in generating substantial amounts of text on specified topics within a short period. Despite the ongoing debate surrounding its application in higher education and content originality, they highlight its potential for advancing writing and summarization tasks. Zhai [11] supports this perspective, underscoring the prospective benefits of ChatGPT for academic enhancement. Additionally, ChatGPT offers automated customer service solutions that enhance efficiency and reduce costs across education, healthcare, entrepreneurship, finance, and marketing [12,13].

AI and chatbot technologies have been increasingly adopted in the Indonesian business landscape, leading to significant transformations in operations and interpersonal communication strategies. Companies like Traveloka and Tokopedia have leveraged these technologies to enhance customer service. In contrast, others such as Gojek, Jenius, and micro, small, and medium enterprises (MSMEs) have integrated AI-driven systems to optimize their services [14-16]. These implementations provide insights into how Indonesian businesses utilize AI and chatbots to improve interpersonal communication, enhance customer experiences, and drive business growth. Therefore, this research examines how students' responses regarding interpersonal communication in the business context compare to those generated by ChatGPT, specifically within the field of veterinary care management.

## II. RESEARCH METHOD

In this study the authors investigate a group of Communication Science students of Universitas Negeri Surabaya who have already studied an Interpersonal Communication course. Thirty students were asked to answer several questions about Interpersonal Communication main ideas and ChatGPT did so (Table 1). The answers of the students and ChatGPT are then compiled into two separate articles.

**Table 1. Main Topics in Interpersonal Communication Course**

| No | Topics in Interpersonal Communication |
|---|---|
| 1 | Definition of Interpersonal Communication |
| 2 | The Importance of Interpersonal Communication |
| 3 | Becoming a Good Listener |
| 4 | Maintaining Interpersonal Relationships |
| 5 | Managing Emotions and Interpersonal Conflicts |
| 6 | Managing Interpersonal Communication within Families |
| 7 | Managing Interpersonal Communication in the Digital and Internet World |
| 8 | Perspectives and Hopes for Interpersonal Communication in the Future |

Source: Prepared by the author (2024)

This study employs a content analysis methodology to extract and interpret the textual data gathered from the students and from ChatGPT. Krippendorff [17] expands content analysis in several steps. Firstly, the research defines sampling units which represent distinct or specific segments of communication derived from both ChatGPT and Students. Secondly, identifying the recording or coding units within the selected sampling units. These specific segments of text within the sampling units are marked for individual description or transcription to provide a more precise and reliable data description. And then, the context units are segments of text or communication that portray the boundaries for the information used in describing the recording units

specifically those related to digital business communication. These context units are not quantified but carefully analyzed to ensure that they provide a supportive framework.

Initially, a purposive sample of thirty students from the Communication Science Department at Universitas Negeri Surabaya are chosen to participate in the study, focusing on those keen on deepening their understanding of interpersonal communication. These participants will be grouped and assigned various topics related to interpersonal communication such as 1) Definition of Interpersonal Communication, 2) The Importance of Interpersonal Communication, 3) Becoming a Good Listener, 4) Maintaining Interpersonal Relationships, 5) Strategies to Manage Emotions and Interpersonal Conflicts, 6) Managing Interpersonal Communication within Families, 7) Establishing and Managing Interpersonal Communication in the Digital and Internet World, and 8) Perspectives and Hopes for Interpersonal Communication in the Future.

Kleinheksel [18] suggests that the study examining units on the text's surface will likely utilize manifest content analysis. In this research, the study begins with directing the students to develop an article based on their insights toward eight topics on interpersonal communication. At the same time, the topic of interpersonal communication is also asked to ChatGPT. These two articles became the units to be segmented. These articles then undergo preliminary analysis of the specific content on communication in business to compare the content of each article by using RQDA, a qualitative data analysis for the R Project which is used for coding and category building [19]. RQDA helps to segment the text into manageable units for identifying themes. In the analysis, an expert reviewer on linguistics will undertake a comprehensive analysis of the collected data using the SANRA instrument. SANRA is used to compare narratives. This tool helps distinguish the tones between student-created and AI-generated content, assessing their substance, argumentation, evidential nature, relevance, and authorship. Furthermore, a comparative will be conducted to identify critical insights, strengths, and weaknesses in both articles.

Simultaneously, our research engaged five student groups, each tasked with reflecting upon their communication experiences during visits to veterinary services (Table 2). These empirical accounts underwent rigorous analysis to extract valuable insights and provide a comprehensive understanding. Subsequently, the knowledge distilled from these accounts was thoughtfully integrated into the ChatGPT framework. The objective of this integration is to enhance the capabilities of the ChatGPT model, making it even more adept at providing well-informed and responsive veterinary guidance. This iterative merging of experiential data with artificial intelligence demonstrates the potential to significantly improve communication quality and service delivery within the veterinary domain.

**Table 2. Experiences in Veterinary Services Consultation**

| Preferred Media | 1 | WhatsApp |
|---|---|---|
| | 2 | Instagram |
| | 3 | Direct Call |
| | 4 | Face-to-face |
| Frequently Asked Questions | 1 | Conditions, treatment, and care for cats |
| | 2 | Causes of illness, medications, service costs |
| | 3 | Good food and vitamins |
| Communication Expectations | 1 | Photos, videos, and brief explanations |
| | 2 | Fast response and clear information |
| | 3 | Answer with proof |

Source: Prepared by the author (2024)

## III. RESULTS AND DISCUSSION

### A. ChatGPT's versus Students' Perspectives on Interpersonal Communication

The coding process through RQDA involved finding significant statements in the transcripts and reducing these statements into themes. Six themes related to business communication emerged from this process are (1) Building Digital Relationships, (2) Communication Etiquette, (3) Digital Communication Contexts, (4) Futures of Business Communication, (5) Strengths and Limitations, and (6) Transition to Digital Communication. After that, a cohort of students responded to eight principal questions associated with the Interpersonal Communication course. These questions probe into various domains: the definition and fundamental principles of Interpersonal Communication; its significant role and value in diverse life spheres; strategies and techniques

for honing listening skills; methods and best practices to cultivate and maintain healthy interpersonal relationships; approaches to effectively manage emotions and navigate through interpersonal conflicts; insights into the dynamics of handling interpersonal communication within family structures; particulars on initiating and maintaining interpersonal communication in digital and online platforms; and anticipated future developments and trends in the realm of interpersonal communication.

**Table 3. Main Themes of Students' and ChatGPT's responses**

| No | Themes | Responses |
|---|---|---|
| 1 | Building Digital Relationships | Students: Actively participating in discussions is essential to foster comfort for the conversation partner.<br>ChatGPT: Maintain a positive and authentic online persona that reflects your values. |
| 2 | Communication Etiquette | Students: Respecting privacy, maintaining awareness of conversational boundaries, and exploiting verbal exchanges via written messages.<br>ChatGPT: Avoid using all caps (which can be seen as shouting) and overusing exclamation marks. |
| 3 | Digital Communication Contexts | Students: The convenience of various media, like social platforms, teleconferencing, email, and online platforms, is undoubtedly advantageous.<br>ChatGPT: Various platforms like social media, messaging apps, video calls, and emails. |
| 4 | Futures of Business Communication | Students: The vast expanse of the digital world and the internet fosters global interactions, so that it needs regulations to prevent online crimes and conflicts.<br>ChatGPT: Will raise ethical questions, such as the responsibility of platforms to curate content, combat misinformation, and maintain a safe online environment. |
| 5 | Strengths and Limitations | Students: Smartphones enable conversations anytime, anywhere, even with multiple participants, and the exchange is often two-way, generating continuous feedback. And the absence of nonverbal cues in digital conversations is a drawback.<br>ChatGPT: Video calls can provide a more personal touch by allowing you to see facial expressions and body language. Communication lacks nonverbal cues; consider how your words might be interpreted. |
| 6 | Transition to Digital Communication | Students: Facilitating both verbal and nonverbal communication and fostering meaningful relationships through content sharing, updates, and even interactive activities.<br>ChatGPT: It's important to maintain a strong foundation of meaningful face-to-face interactions while using digital tools to complement and enhance your relationships. |

Source: Prepared by the author (2024)

In this study, the authors have found intriguing insights into how ChatGPT facilitates discussion development on specified topics, delivering answers that are often more complex than those generated by students. This discovery aligns with previous studies conducted by Hung & Chen [20], all of whom have acknowledged the advantages of incorporating ChatGPT as a supportive tool for students' homework tasks. This research found six main themes of both responses namely Building Digital Relationships, Communication Etiquette, Digital Communication Contexts, Futures of Business Communication, Strengths and Limitations, and Transition to Digital Communication.

Table 3 highlights the importance of respectful and considerate online behavior. They highlight the significance of considerate and cautious conduct in digital interactions, the advantages of digital media, and the necessity for regulations in the digital sphere. In alignment with students' views, ChatGPT's responses offer additional insights, placing emphasis on the importance of timely responses, ethical considerations, the role of nonverbal cues, and achieving a balance between digital and face-to-face interactions to maintain meaningful

relationships. Notably, our findings reveal ChatGPT's propensity to craft responses with more specific language in response to provided prompts, in contrast to students' typically concise answers. These observations are consistent with the argument that ChatGPT responds to the whole of a topic, providing a deeper exploration of its facets and complexities. This unique feature positions ChatGPT as a valuable tool for future educational strategies.

While student responses are concise, their brevity should not be underestimated. Their direct and focused insights reflect a clarity of thought and understanding that is pivotal in educational discourse. According to Maurya [21], human responses are influenced by personal experiences, particularly in the context of memory and role-play conversations. This concise approach adopted by students holds value in various educational scenarios, providing clear and straightforward contributions to discussions. To substantiate these observations, the SANRA instrument was applied for an analytical framework, further supporting the distinct characteristics and potential advantages inherent in each type of response within the context of education.

The discussion then shifts its focus to the significance of two-way and interpersonal communication. While the student-generated articles introduce these concepts, they need to provide a more compelling justification of their importance for readers. Furthermore, they lack a clearly articulated literature search strategy and references, which undermines the credibility of their claims. In contrast, ChatGPT's article provides a comprehensive exploration of interpersonal communication, delineating its verbal and nonverbal components and their implications across personal, social, and professional dimensions. However, this text also lacks detailed information about the literature search parameters and specific references, relying on the explication of concepts without quantitative or qualitative data presentation.

The comparison between human cognitive processes and AI models like ChatGPT, particularly in personal communication, reveals clear distinctions. Humans tend to engage in more personalized and empathetic communication, while AI models prioritize providing comprehensive information. The study emphasizes the necessity for ongoing transformation in the educational sector to adapt to evolving societal requirements. As Yu [22] suggests, the establishment of innovative educational paradigms and pedagogical methodologies is essential to create adaptable and efficient learning environments, focusing on holistic student development. Additionally, the field of business communication is also influenced by these conditions. Student responses provide a comprehensive view of digital interactions, advocating for respectful and sympathetic engagement within online interactions.

In contrast, ChatGPT's responses are presented in a strategic list format, offering actionable strategies and brief advice to enhance digital communication. This structured approach is valuable for readers seeking practical directives to improve their digital communication skills. As observed by Nugroho [23], ChatGPT is employed in customer interaction scenarios due to its ability to identify consumer preferences and offer personalized recommendations. The dialogue concludes by emphasizing the need for balance within the digital space, promoting a harmonious integration of face-to-face interactions with online relationships to improve customer experience. Mondal [24] noted that such prescriptive and guideline-centric discourse offers pragmatic directives and strategies for enhancing digital communication expertise.

*B. The Prospects of ChatGPT in Veterinary Services*

Considering the insights drawn from experiences during visits to veterinarians, it is evident that respondents express a need for assistance in assessing symptoms, which entails guiding pet owners through a series of questions to help them evaluate their pets' health conditions. These preliminary assessments are often preferred by pet owners before seeking veterinarian services, as they offer a more comprehensive understanding of their pets' well-being. In certain contexts, ChatGPT's capabilities hold significant promise in providing valuable support to both pet owners and veterinary professionals. Abani [25] and Vaishya [26] underscores the critical importance of training and validating this model using current and credible scientific resources, including textbooks, academic literature, and comprehensive medical records from various institutions.

From an interpersonal communication perspective, the process of establishing trust with pet owners is of paramount importance within veterinary practice. This practice, known as Human Resource Management (HRM), especially of the Customer Relationship Management (CRM), assumes a central role in empowering veterinarians and their teams to cultivate robust and enduring connections with their clients [27]. In many instances, veterinarians find themselves in multifaceted roles, ranging from receptionists and technicians to performing procedures like catheter placement and blood collection, and even comforting animals during examinations. In this multifaceted role, Ackerman [28] underscores the need for them to present themselves in a

highly professional manner while delivering precisely what clients desire most and empowering patients' knowledge [29].

Maintaining comprehensive client records is a cornerstone of effective CRM. This documentation not only facilitates seamless communication but also enables veterinarians to gain insights into the medical histories of pets, diligently manage appointments, and anticipate the unique needs of each patient. The personalization embedded within CRM extends beyond record-keeping to encompass tailored interactions with clients. These personalized touchpoints, complemented by the efficient management of follow-up procedures, contribute significantly to an enhanced client experience. Moreover, these client-centered practices directly translate into improved patient care.



**Figure 1. Personal documentation post of after scaling process on social media Instagram.**

Simultaneously, it becomes crucial to emphasize that Human Resource Management (HRM) practices, encompassing veterinarians, technicians, and receptionists, must harmonize with the core principles of CRM. HRM essentially forms the foundational cornerstone responsible for equipping these professionals with the essential knowledge and skills necessary to provide clients with an exceptional level of support. Fraser, as referenced in Mills, Weary, & von Keyserlingk [30], appropriately underscores that the harmonious fusion of HRM and CRM principles results in the creation of an environment where clients not only experience top-tier veterinary care but also encounter a service that instills pro-found confidence and trust in the veterinary team. This aligns seamlessly with the three core tenets that define a profession: the provision of services or products, the mastery of specific knowledge or skills, and the establishment of public trust through a steadfast commitment to respecting public interests and upholding societal expectations. Consequently, by nurturing a workforce that boasts a harmonious blend of technical proficiencies and interpersonal adeptness essential for effectively serving pet owners, the veterinary clinic can ensure that each interaction with clients stands as a testament to the practice's unwavering dedication to excellence.

One remarkable strength of ChatGPT is in its ability to furnish prompt and nearly precise information [31-35]. If we consider the findings that today's pet owners increasingly desire more frequent medical updates, we can adapt ChatGPT's feature in veterinarian service. To illustrate, ChatGPT can promptly deliver information on subjects related to pet health, common symptoms, and preventive care, thereby reducing uncertainty and equipping pet owners with valuable insights. Notably, ChatGPT can be made accessible through integration as a chatbot for patient inquiries, as proposed by Grewal [36]. This approach involves the creation of an engaging and user-friendly platform where patients can pose their inquiries and receive accurate, clear, and tailored responses regarding medical imaging results or healthcare concerns. This not only enhances the efficiency of animal health management but also improves the generation of health reports [37]. These discussions highlight that in an initial conversation, chatbots like ChatGPT can offer valuable additional resources and assistance, yet direct observation and practical implementation continue to remain vital in the field of veterinary services [38].

In the realm of veterinarian-client consultations, the need for a human-centered approach remains paramount, even within the realm of online chat applications [39]. Our exploration of research findings in Table

4 delves into the intricacies of common and unique conversations that occur between veterinarians and their clients in online chat settings. Although online consultations offer the allure of convenience and efficiency, reality often presents challenges. Clients may initiate chats without providing any context whatsoever, leaving veterinarians grappling to decipher their needs and concerns.

**Table 4. Examples of clients' conversations**

| N | Client's Chats |
|---|---|
| 1 | I found a cat in my boarding house area; its eyes seem to be swollen. However, I need to check my budget first, doctor. |
| 2 | It looks like today is the first day its behind is dragging on the ground. |
| 3 | How about a cat's mouth like this, doctor? The edges of its mouth are dirty and black, and it eats from a stainless bowl. |
| 4 | It seems weak, doctor, and doesn't want to eat. |
| 5 | My cat is just sitting there. |
| 6 | My cat has a small amount of bowel movement with mucus. |

Source: Prepared by the author (2024)

Through our research on ChatGPT, we've underscored the significance of cultivating positive and genuine relationships even in digital interactions. For instance, when a client expresses, "My cat is just sitting there," ChatGPT's response might illuminate potential issues by suggesting, "A lack of activity could indicate pain, illness, or discomfort. A veterinary evaluation is recommended." However, in traditional veterinarian-client interactions, practitioners would typically delve deeper, seeking additional information such as the cat's typical activity level, duration of inactivity, or even visual aids like pictures or videos. These sudden, contextually sparse chats underscore the necessity for background knowledge about the client and their pet to formulate an appropriate response. Consequently, delivering a fully autonomous answer without supplementary context may not be entirely suitable.

*C. Bridging ChatGPT and Chatting Apps for Veterinary Consultations*

Our earlier discussions of ChatGPT in veterinary consultations will become milestone in developing the future veterinarian-client engagement. One notable point in this research is that while ChatGPT can provide valuable information and assistance, it should complement, not replace, the veterinarians. At the initial stage, the research attempted to integrate chatting apps, WhatsApp application, by setting up a WhatsApp Business Account and get approval for ChatGPT API access in openai.com [40,41]. And then, the authors create the integration with the help of GitHub community namely Sansekai/Wa-OpenAI.

```
Name     : My Vet
Key      : sk-HoTTIXsVZTqL1exlTuT3BlbkFJbzXAAjK7r1nuMPqO1ut8
Created   : Oct 25, 2023
C:\Users\ASUS\Documents\My Vet>dir
Directory of C:\Users\PC\Documents\My Vet
05/09/2023  18:42        12.193 index.js
05/09/2023  18:42          120 key.json
05/09/2023  18:42         1.065 LICENSE
05/09/2023  18:42         1.255 package.json
05/09/2023  18:42         1.695 README.md
05/09/2023  18:42         7.569 sansekai.js
C:\Users\PC\Documents\MyVet>npm install
C:\Users\PC\Documents\MyVet>npm fund
Wa-OpenAI@2.0.0
C:\Users\PC\Documents\MyVet>node index.js
using WA v2.2346.52, isLatest: true
```

```
Bot success connected to server
[ LOGS ] /ai halo From My Vet [ phone number ]
429
{ error: {
    message: 'You exceeded your current quota, please check your plan and billing details.',
    type: 'insufficient_quota',
    param: null,
    code: 'insufficient_quota'  } }
429
```

During the trial phase, the authors encountered various challenges, with one notable hurdle being the constraint related to the maximum number of requested prompts. The code clip above denotes limitations or regulations set by the service provider, encompassing factors like request quantities, data processing volumes, or other usage parameters. In essence, it signifies that the given prompt surpasses the predefined usage thresholds, which can result in restricted access until the issue is resolved. At this condition, it becomes evident that the integration process, as also emphasized by necessitates rigorous training and validation of the model using contemporary and reputable resources, particularly when it comes to the essential coding scripts. This underscores the importance of optimizing the integration to adhere to the service's operational constraints and demands.

Future work will focus on addressing these limitations by exploring alternative AI models with more generous free tiers, negotiating paid access with OpenAI, or implementing a system that prioritizes critical inquiries for ChatGPT. Additionally, developing a user-friendly interface for interacting with vet consultation management within the chosen chat app like WhatsApp is crucial for a seamless user experience. This initial project serves as a valuable bridge towards enhanced veterinarian-client engagement within chat apps. While AI cannot replace the expertise of a veterinarian, it can be a powerful tool for providing initial guidance and improving communication between pet owners and veterinary professionals.

## IV.    CONCLUSIONS

In business communication, it is imperative to acknowledge and adeptly navigate the nuanced differences between AI and human-generated responses. In business scenarios where communication is transactional and information-heavy, the comprehensive and structured responses from AI models like ChatGPT can be exceedingly beneficial. They facilitate efficient customer interactions and provide tailored product or service recommendations, enhancing the overall customer experience and satisfaction. Implementing AI models in customer service and support roles can streamline operations, allowing quicker and more accurate responses to customer inquiries and issues. However, hu-man communication is irreplaceable for interactions that demand empathy, understanding, and a per-sonal touch. Businesses should consider implementing a hybrid communication model, where AI handles informational and transactional interactions while humans manage relational and empathetic communication. This balanced approach would ensure efficiency and accuracy while preserving the essential human element in business communication.

In the context of veterinary practice, establishing trust and robust communication with pet owners is fundamental. Customer Relationship Management (CRM) takes center stage in achieving this objective, equipping veterinarians to provide personalized care and enhance the overall client experience. The maintenance of comprehensive client records and the delivery of tailored interactions contribute significantly to improved patient care. Concurrently, Human Resource Management (HRM) practices are indispensable in providing veterinary professionals with the requisite skills and knowledge to offer exceptional client support. This approach fosters client confidence and trust in the veterinary team. ChatGPT serves as a valuable tool within the veterinary domain, offering prompt and precise information to pet owners. When integrated as a chatbot for patient inquiries, it enhances efficiency and streamlines the generation of health reports. However, it is essential to view ChatGPT as a complement rather than a replacement for veterinarians. During the integration process, challenges may arise, such as limitations on the number of requested prompts on ChatGPT. Effective optimization demands training and validation using credible resources. This research sets the stage for future veterinarian-client engagement, underscoring the significance of melding technological advancements with hands-on veterinary expertise.

Building upon those findings, future research could benefit from expanding the scope to include communication with actual veterinary professionals and clients. Additionally, comparing ChatGPT with other

AI models specifically designed for interpersonal communication could yield valuable insights into the evolving landscape of AI-powered communication. Further research focusing on specific communication skills crucial in veterinary care, such as emotional intelligence, conflict resolution, or active listening, would also be valuable. Investigating the impact of different training data sets on AI communication styles and developing quantitative evaluation methods to objectively compare human and AI communication effectiveness are additional promising avenues for future exploration.

## DECLARATION OF COMPETING INTEREST

The authors declare that they have no known financial or non-financial competing interests in any material discussed in this paper.

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## AUTHOR CONTRIBUTION

## ETHICAL APPROVAL STATEMENT

Ethical approval is not applicable for this research.

## INFORMED CONSENT

Informed consent for the publication of personal data in this article was obtained from the veterinary practitioner.

## DECLARATION OF USE OF AI IN THE WRITING PROCESS

The authors used OpenAI (ChatGPT) during the observation and trials of this work to obtain the data. The authors reviewed and edited the work as necessary and take full responsibility for the final version.

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