

Dogs and cats need to see their vet regularly, similar to how we see our primary care physicians for checkups and tests. At Pflugerville Animal Hospital, we provide thorough, comprehensive wellness exams for pets during regularly scheduled appointments. We strongly advocate for annual or biannual exams because pets cannot speak for themselves when something is wrong, and it's in their nature to conceal pain and illness. Seeing your dog or cat for periodic wellness exams makes it easier for our team to detect and identify potential health problems, which we can then treat as quickly as possible.

We also understand that sometimes time and cost are in limited supply. To assist Pet Parents with those constraints, we also offer periodic Low-Cost Vaccine Clinics with a minimal exam at no charge. Prior to your allowing any procedures on your pet, there are some things we would like you to know:

**OWNER CONSENT AND ASSUMPTION OF RISK**

- There is a risk of complications, including death, for any procedure that may be performed, including basic vaccinations, lab tests, etc. Please ensure that the nature and risks of any procedure(s) have been explained to you before you allow treatment. There will be no guarantees as to the results of any procedure, medication, therapy, preventive therapy, or test. Many times, a medical diagnosis is reached through a process of elimination. Vets may prescribe different treatments and track the patient's response to each. Using this information will help them identify the underlying condition. This method can be time-consuming but necessary to arrive at the correct diagnosis.
- If your pet has ever had an adverse reaction to a vaccine or treatment, please bring it to our attention prior to authorizing any procedures.
- Should your pet's lifestyle change (indoor/outdoor, boarding, grooming, hunting, exposure to other animals, rattlesnakes, etc.) you should contact Pflugerville Animal Hospital for a review of your pet's vaccine protocol.
- If fleas or ticks are found on your pet, they will be treated at your additional expense.
- In order to expedite care of your pet if you are dropping him/her off prior to an examination by a doctor, the technicians and/or receptionists of Pflugerville Animal Hospital may prepare a preliminary treatment plan estimate for your pet. You will have the option of approving this estimate at the time you drop your pet off. This estimate is based on generally accepted treatment protocols established by the doctors of Pflugerville Animal Hospital and will be reviewed by the doctor(s). However, the recommended treatments may vary considerably after a doctor's examination, and you will be contacted for approval if the cost for the recommended procedures varies by more than 10%. Should you not approve this estimate in advance, you will still be liable for the office call/examination fee until you approve other procedures.
- The presented estimate is a good faith diagnostic and treatment plan for your pet, but the doctors of Pflugerville Animal Hospital cannot foresee every possible risk scenario. Further procedures may be found to be or become necessary, pursuant to this initial plan. Should such subsequent procedures be recommended, they will only be performed after you have been contacted and have authorized such procedures, except in the event of an emergency.
- Your signature indicates that you have reviewed and agree to the terms of this authorization but does not make you responsible for the charges listed unless performed upon your pet. If further conditions are uncovered in the due course of the treatments and diagnostics described above, that exceed by 10% the cost of this estimate, they will be treated by the doctors and staff of Pflugerville Animal Hospital only after we have attempted to contact you, or it is emergency treatment as noted above.

I/we understand and accept.

### **UNDERSTANDING THE VETERINARIAN-CLIENT-PATIENT RELATIONSHIP (VCPR)**

- The Veterinary-Client-Patient relationship (VCPR) is a legal standard set forth by the State of Texas regulatory board along with the American Veterinary Medical Association.
- A valid VCPR is established when the client and patient have appropriate in-person interactions in a timely manner with the veterinarian and veterinary staff. This interaction includes the client coming to the clinic for annual examination of the patient, along with recommended follow-up examinations and appropriate diagnostics, based on specific medical need(s).
- The client may further interact with the veterinarian and the staff by telephone and e-mail. In rare instances, the veterinarian or veterinary staff may visit the home of the client in order to care for the patient.
- The veterinarian and staff are responsible for maintaining medical records to document examinations, diagnostics, recommendations, and follow-up care for each patient.
- Prescription medications cannot be prescribed, and specific advice may not be given if the VCPR is not current.

I/we understand and accept.

### **PAYMENT AGREEMENT**

- Payment for services is to be rendered prior to patient discharge from the clinic.
- Valid payment forms include cash, VISA, MasterCard, Discover, American Express, Scratchpay, and Care Credit.
- Funds must be available at the time of service when paying by debit card.
- Failure to rectify unpaid invoices may result in forwarding the account to a collections agency and/or termination of the veterinarian-client relationship. Furthermore, services will not be provided if there is an outstanding balance on the account.

I/we understand and accept.

### **LATE ARRIVAL & MISSED APPOINTMENT POLICY**

- With the heightened demand for veterinary services, every appointment slot is valuable to us and our patients. Missed appointments are times when a sick pet could have received medical care, and late arrivals can have a domino effect for the remaining clients scheduled for the day.
- MISSED APPOINTMENT: If a client fails to appear for their previously scheduled appointment or surgery, we will require a deposit equal to the cost of the expected services for every future appointment or surgery. If the client and patient fail to appear for a subsequent pre-paid appointment or surgery, the client will forfeit the full pre-payment. After 3 missed appointments or surgeries in a row, the client will not be allowed to receive future care from Pflugerville Animal Hospital, and we will send a notification of client termination.
- LATE ARRIVAL: Late arrivals for appointments of greater than 5 minutes may cause the veterinary staff to arrive late for the subsequently scheduled appointments on a given day. The staff already has the challenge of managing unexpected emergencies and medically complex appointments that may run beyond the time allotted on the schedule, so additional delays need to be avoided. If you know you will arrive late, please call the clinic on your way so we can all plan accordingly.
- When a late arrival occurs, we will either offer to see your pet, offer to have your pet admitted for a “drop-off” (which requires you or a designated party to return prior to the close of business for your pet), or we will offer to reschedule your appointment. The option offered will be up to the veterinary staff based on the flow of the appointment schedule on the given day. Repeatedly late arrivals may result in termination of the client from Pflugerville Animal Hospital for all future care.

- At Pflugerville Animal Hospital, we realize that our clients are occasionally kept waiting beyond their scheduled time. We truly strive to prevent this from occurring, but between late arrivals, complex cases, concurrent emergencies and/or staffing shortages, we cannot always guarantee the start time for an appointment. If we are taking longer to start your appointment than your schedule allows, please notify the receptionist and we will offer to admit your pet for “drop-off” or reschedule your appointment as soon as possible.
- We understand that emergencies arise and schedules change, so please contact us as soon as possible if you are unable to appear for your already scheduled appointment or surgery.

I/we understand and accept.

**RETURN OF PRESCRIPTION MEDICATION AND/OR FOOD**

- A request to return a pharmacy item for refund must be approved by the veterinary staff on a case-by-case basis.
- A request to return or exchange a food item is generally accepted under specific requirements.
- A returned pharmacy item may incur a restocking fee up to 25%.
- Liquids are typically not accepted for return.
- Prescriptions and supplements may be donated to the clinic for use by another patient in need.
- We do not accept “sharps” for disposal, unless they are in a Sharps container, and the disposal fee has been paid.

I/we understand and accept.

**UNDERSTANDING OF CURRENT AGREEMENT**

- I acknowledge that I / we have completely read and fully understand all of the above information and agree to be bound thereby.
- I / we understand that failure to comply may result in no longer being able to seek care for my pet(s) at Pflugerville Animal Hospital.

\_\_\_\_\_  
Signature if supported by reader

\_\_\_\_\_  
Print name if signature not supported by your reader

\_\_\_\_\_  
Date