Our team at VRCC works very hard to assure that your pet receives the best care possible. As you are key in your pet’s health care, we ask for your assistance by keeping some of the following things in mind for us. Below are some key factors that help us assist you and your pet receive the best possible service and care. Please call or email us when you have questions or concerns about your pet’s health care. Contact us if you do not understand your pet’s home care or discharge instructions. Be sure to carefully review the home care/discharge instruction sheet(s) and refer to these instructions often to be sure instructions are followed properly. We may be able to email those instructions prior to you picking up your pet so that you can review them at home before you arrive.

Please give us 24 hours to refill prescriptions. Also remember prescriptions are refilled Monday through Friday only. If you call on a Saturday or Sunday, prescriptions will not get filled until the following Monday. If you call on a holiday or holiday weekend, prescriptions will not get filled until the next business day. It is important that your pet’s medication is not interrupted. Timely recheck appointments are also very important in your pet’s medical care. Please schedule the recommended recheck appointment as soon as possible so that we can see your pet back in a timely fashion and so that you can get the appointment day and time you prefer.

If you need to cancel or reschedule an appointment, please call us as soon as possible to let us know that you cannot make the appointment. We sometimes have a long wait list and by calling us promptly to cancel or reschedule an appointment, we can then get another patient in to see us that may be on our wait list. We do ask if you can try to give us at least a 24 hour notice to cancel or reschedule an appointment. If you do not show up for a scheduled appointment and do not call us to cancel or reschedule the appointment, you may incur a charge of $40. If there is a chance you arrive late for your appointment, you may be asked to wait while we see clients and patients who were scheduled after you, or you may be asked to reschedule your appointment.

Thank you for choosing us to care for your furry family members and allowing us to give you the best possible service we can!

Client Signature: ________________________________ Date: ________________