



## Client Responsibilities Form

Our team at VRCC works very hard to assure that your pet receives the best care possible. Because 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 will help us to assist you and your pet, and ensure you 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. Carefully review the home care/discharge instruction sheet(s) and refer to these instructions often to be sure they are followed properly. We may be able to email those instructions to you before you pick up your pet so that you can review them at home ahead of time.

Please give us at least 24 hours to refill prescriptions. Prescriptions are only filled Monday through Friday. If you call on a Saturday or Sunday, prescriptions will not be filled until the following Monday. If you call on a holiday or holiday weekend, prescriptions will not be filled until the next business day. It is important that your pet's medication is not interrupted. Timely recheck appointments are 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 your pet needs to stay with us overnight, or for the weekend, we will be happy to show you the accommodations once your pet gets settled. During your pet's stay, we provide fresh, comfortable bedding, along with food and water as medically appropriate. We monitor temperature and provide blankets or fans to keep your pet comfortable. We recommend against leaving any personal belongings with your pet during their stay, as it is possible these items may get misplaced. If you wish to provide a specific diet for your pet during their stay, please bring it in a sealed, leak-proof container (no plastic baggies of any kind will be accepted), and make sure its contents are clearly labeled with: type of food, your pet's name, and the date.

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 have wait lists and by calling us promptly to cancel or reschedule an appointment, we can get another patient in to see us. Please provide 24 hours notice to cancel or reschedule an appointment. If you are running late, please provide the courtesy of a phone call. Should you arrive more than 15 minutes late to an appointment, you may experience an extended waiting period or you may be asked to reschedule. If more than two appointments are missed without notification, you may be requested to pay the department's full exam fee when scheduling the following 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: \_\_\_\_\_