

You and your veterinary team: Positive partners in your pet’s care

A strong partnership—rooted in mutual trust and respect—is essential to support the best possible care for our patients. We are committed to cultivating a welcoming and inclusive environment, free of discrimination, through our words and actions. Any behaviors that suggest differently will not be tolerated.

AS A CLIENT, YOU CAN EXPECT TO:	IN RETURN, WE ASK THAT YOU:
Be treated with consideration, respect, and compassion by all members of our team.	Demonstrate consideration and respect toward all members of our team, other clients, and patients.
Be seen on time, or be notified of any delays—with respect for your time.	Arrive to appointments on time or call ahead if you’re going to be late or need to cancel. Understand that patients’ needs can be unpredictable, and show patience with explained delays.
Know who is providing your pet’s care, and be assured that the provided care is appropriate, competent, and complies with applicable laws.	Accept that veterinarians are legally and ethically bound to provide veterinary services strictly under the terms of a current veterinarian-client-patient relationship.*
Have medical and personal information held in confidence, and have copies or summaries of medical records provided on your request.	Provide as much relevant and accurate information as possible about your pet’s health and medical history.
Participate in decisions about your pet’s care, be provided with trustworthy resources, and be informed about the benefits or risks of relevant diagnostic or treatment options in terms you understand.	Ask questions about your pet’s health status and prognosis, recommended diagnostic or treatment options, or next steps if unclear.
Be presented with a range of care options that address your pet’s needs. Be free to accept, decline, or discuss recommended diagnostic or treatment options, and have the right to seek a second opinion.	Follow agreed-upon treatment plans to the best of your abilities, and tell us if you have any questions or needs for assistance, so that we can help you.
Be informed of the costs of veterinary services, as well as available payment options, free of assumptions.	Meet agreed-upon financial responsibilities concerning provided veterinary services.
Have your constructive feedback welcomed and thoughtfully considered.	Let our team know right away if you have any concerns about your pet’s care, so that we may take steps to improve your and your pet’s experience.
Be provided with contact information and office hours for your veterinarian or veterinary emergency services for continuing care and treatment.	Accept that our team will do their best for your pet and may not be able to provide some services or accommodate all requests.

**A veterinarian-client-patient relationship exists when your veterinarian knows your pet well and recently enough to be able to diagnose and treat your pet’s medical condition, you have agreed to follow your veterinarian’s instructions, and other requirements for this relationship have been met as defined by applicable federal and state law.*

NOTE: Despite everyone’s best efforts, things can go wrong. As positive partners in your pet’s care, let’s extend each other the grace to work through and learn from any issues, and continue to cultivate our partnership for the benefit of all pets.

THE POSITIVE PET CARE GUIDE CREATED IN PARTNERSHIP WITH

