



PARTNERS IN CARING FOR YOUR PETS

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.

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	Please arrive on time for appointments or call ahead if you need to cancel or will be late
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 the current veterinarian client-patient relationship
Have medical and personal information held in confidence	Provide as much relevant and accurate information as possible about your pet's health and medical history
Expect us to respect your privacy by obtaining consent before using any photos of your pet	Refrain from taking photos or videos of our employees unless you have received their consent
Participate in decisions about your pet's care, be provided with trustworthy resources	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	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 accepted payment methods	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 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