

The doctors and staff at TIVC strive to treat each of our clients and their pets with kindness, compassion and courtesy. We strive to make your pet's visit as stress-free as possible. If you or your pets have special needs, please notify our staff in advance, so we can make every effort to accommodate these needs. We will make every effort to see your pet on time, limit their stress and answer your questions and concerns.

The doctors at Tahoe Integrative Veterinary Care are licensed in the state of California and some in Nevada as well. Our doctors are well educated in both conventional medicine as well as integrative therapies. We are committed to offer the many available options we have to treat your pet. These available options will be discussed with you and as a team we will put together a diagnostic or treatment plan for your pet. If the doctor(s) feel the best way to treat or diagnose your pet is through surgery or hospitalization or more advanced diagnostics, we will direct you back to your primary veterinarian. If you do not have a primary, we can help recommend one for you.

Every effort to achieve a successful outcome and provide for all possible safety in the care and handling of your beloved pet will be performed.

**Please, sign/initial each statement after reading. Please, feel free to ask us any questions you may have.**

#### **Before your visit**

Before your first visit or a follow up visit, please gather any previous adoption records, vaccine history, medical records and/or radiographs. It is ideal to have these emailed ([Doctor@tahoeholisticvet.com](mailto:Doctor@tahoeholisticvet.com)), faxed (530-452-1590) or dropped off at TIVC prior to your pet's appointment. This allows our doctors time to review your pet's medical history prior to your pet's appointment. Please fill out the New Patient intake form and email, fax or bring to TIVC for your appointment.

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#### **Services provided by TIVC**

Tahoe Integrative Veterinary Care (TIVC) provides basic outpatient medicine services such as physical exams, vaccinations, vaccination titers, and laboratory testing. TIVC has special interest and focus on integrative therapies such as Physical Rehabilitation, Acupuncture, Spinal Manipulation, Laser therapy, Ozone therapy, herbal therapies and nutritional therapies.

The American Veterinary Medical Association (AVMA) bylaws require veterinarians to inform their clients that some alternative or integrative therapies are still considered experimental. There is however, ample and scientific evidence and information supporting the use of these therapies to help treat certain medical conditions. Many of these therapies are used in mainstream conventional medicine and have been practiced in other countries for centuries.

I understand that TIVC provides unique services for my patient and that these services will be discussed prior to their implementation.

Initial \_\_\_\_

### **Services NOT provided by TIVC**

TIVC specializes in integrative veterinary medicine and therapies. We are not a full service veterinary clinic and therefore do not provide all the services a full service veterinary clinic provides. We try to focus our energy on our unique services which are often time consuming. We also try to provide a quiet, calm and stress-free environment for your pet to receive their treatments. We do not perform anesthetic procedures, surgical procedures, in-clinic laboratory tests and hospitalization of sick patients. We are not equipped or staffed to see emergency or walk-in patients.

I understand that it is important to keep a current relationship with a full-service veterinary clinic at all times in case my pet needs treatment that is not offered by Tahoe Integrative Veterinary Care.

Initials \_\_\_\_\_

### **Why do we require an annual exam?**

At Tahoe Integrative Veterinary Care, we believe that regular exams are important to maintain your pet's health and make any necessary changes and recommendations to your pet's treatment. Depending on your pet's current health and needs, we may recommend weekly, monthly, quarterly, bi-annual or annual exams to provide the best health care possible. An annual exam is the maximum time we recommend between visits. This is necessary to assess your pet's health, diet, weight, medications and supplements. An annual exam is also required by the veterinary licensing board to maintain a valid Veterinary-client-patient relationship (VCPR) and continue to give advice and prescribe medications. This means that we need to physically examine your pet at least every 12 months.

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### **Pet arrival policy**

For your safety and the safety of your pet and other clients, please keep your dog on a leash at all times when in the clinic or clinic parking lot. Cats should be in a safe carrier for their trip to the clinic. Even though most pets are friendly, a veterinary clinic can be a stressful place for some animals and therefore they may behave more aggressively than they otherwise would. It is also important to remember that some patients may be sick or injured and therefore should not or do not want to socialize with other animals.

If you have an aggressive or fearful animal, please notify our staff before bringing your pet into the clinic so we can make arrangements to bring your pet into the clinic as safely, quickly and calmly as possible.

If you or your pet needs assistance getting into the clinic, please notify our staff and we will be happy to assist you and your pet.

I understand that my pet should be on a leash or in a carrier when entering the clinic for our safety as well as the safety of others.

Initials \_\_\_\_\_

**Late policy**

Each TIVC client has reserved a specific time for their pet's appointment. If clients arrive late for their appointment this impinges on another client's appointment time and shorten the time we have set aside for your pet. If you arrive more than 10 minutes late for your appointment, it may be necessary to reschedule your appointment.

We work hard to be on time for our appointments and respectfully request that you arrive on time for your appointment.

I understand that if I am more than 10 minutes late for my appointment, the TIVC staff reserves the right to reschedule your appointment.

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**Cancellation policy**

As a courtesy to TIVC and other patients, we request a 24 hour notification if you need to cancel your pet's appointment. Cancellations the day of the appointment or not showing up for a scheduled appointment make this time unavailable for other patients that are in need of treatment.

We understand that sometimes unexpected events occur and will be handled on an individual basis.

I understand that TIVC reserves the right to charge a cancellation fee (50% of their appointment fee) if they do not show up for their appointment or they do not cancel 24 hours in advance.

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**Estimates**

We will gladly prepare a written estimate of service fees if you desire. Please, ask the receptionist or doctor before the exam.

**Media Consent:**

At Tahoe Integrative Veterinary Care, we love to share our patient's cute faces while they are visiting us and enjoying their treatments. We love to show off our amazing patients on our website and social media pages. To do this we need your authorization below:

I hereby grant Tahoe Integrative Veterinary Care permission to use any photographs taken of my pet or myself in all its publications, including website and social media entries. I understand this is voluntary and I am aware I will receive no compensation. I understand and agree that these materials will become property of the hospital. I hereby release the hospital and its employees from any claims, demands, and causes to action which I, my heirs, representatives, executors, administrators or any other persons acting on my behalf or the behalf of my estate, have or may have by reason of this authorization. In signing this consent, I give authorization to use my name and my pet's name. You can revoke your consent at any time by calling or emailing the clinic.

Authorizing signature\_ \_\_\_\_\_

Declined signature\_\_\_\_\_

**Release of Liability for Holding:**

Our staff at Tahoe Integrative Veterinary Care is trained to physically manage, hold, or otherwise restrain your pet in the safest and most comfortable way. Should you decide that you wish to assist during exams or procedures, our staff and hospital shall not be liable for any injury that may arise, whether it be done to or by your pet.

I have read and understand the release of liability for holding my pet.

Signature\_\_\_\_\_

**Payment policy**

I understand that all fees are due at the time services are rendered and that any past due accounts are subject to late fees and collection charges. We accept cash, checks and credit cards. We also provide Scratch Pay to help owners with their bills.

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**Bounced checks**

There will be a service charge of \$25 for any check returned unpaid in addition to any of the other bank fees and the unpaid amount.

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**I \_\_\_\_ have read and understand the policies of Tahoe Integrative Veterinary Care.**

**Signature \_\_\_\_\_**

Please, feel free to contact Tahoe Integrative Veterinary Care with any questions or concerns.

The Doctors and Staff at TIVC