

## **Policies and Client Agreement Form**

Our passion at Tahoe Integrative Veterinary Care (TIVC) is to provide you and your pet with the highest quality, compassionate and personalized veterinary care available in Truckee/Tahoe.

Your pet will receive a unique, individualized treatment and care plan that is designed for their health care needs. Please know that there are cases that our doctors may feel it is best that your pet goes to a specialist for further diagnostics, surgery, hospitalization or direct you to your primary veterinarian. If you do not have a primary veterinarian office, it is required that each of our clients build a relationship with one, as we are not equipped for regular veterinary care services. If you have any questions, please feel free to ask.

**Please initial that you understand that we are not your primary care veterinarian. \_\_\_\_\_**

The American Veterinary Medical Association (AVMA) bylaws require veterinarians to inform their clients that some alternative or integrative therapies are still considered experimental. However, there is ample scientific evidence and research supporting the use of these therapies to help treat certain medical conditions. Our unique services **do not** include anesthetic procedures, surgery, in-clinic laboratory testing, hospitalization, walk-ins or emergencies.

**Please initial that you understand that TIVC provides unique specialty services, all therapies will be discussed prior to their implementation and you understand that we cannot accommodate emergency, walk-in or full service care. \_\_\_\_\_**

Although we are not a full service care provider for your pet, we are still required by law to perform Annual Exams on all of our active patients. This allows us to reassess any medications/supplements/herbs, timing of or additions to therapies, diet, weight and overall health. Depending on your pet's current health, it may be necessary to see your pet more frequently. Our doctors will do their best to estimate the type of exam schedule your pet will need, with consideration of pet-client cooperation, as well as assessing overall patient health.

**Please initial that you understand that your pet will need Annual Exams to continue any medication/supplement/herb refills or therapies through TIVC. \_\_\_\_\_**

To help us maintain a stress-free environment, we ask that all dogs be kept on leash at all times and all cats to be brought in, in carriers. We understand that most of our patients are friendly and sweet, but some of our patients may be painful, immunocompromised or may not want interactions. We ask that our patients and clients respect each other's space and help maintain a calm environment.

If you have an aggressive or fearful animal, please let our staff know before bringing your pet in so that we can bring your pet in quickly, safely and calmly.

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

**Please initial that you understand that your pet must be leashed or in a carrier while on our property to ensure all pet and human safety. \_\_\_\_\_**

We at TIVC understand that sometimes life happens and appointments may need to be rearranged. However, we do require a 24 Hour Cancellation Policy to maintain an efficient schedule. If you need to cancel less than 24 Hours in advance, please note that there is a **cancellation fee** that will need to be paid prior to scheduling your next appointment. If you are running more than 10 minutes late, please call our office to let us know so that we can make other arrangements if needed. Please note that we have a high demand for appointments and may need to reschedule you if you are running late. This is to stay respectful to our patients who are on time and to our doctors time as well.

**Please initial that you understand you may be charged a cancellation fee if 24 Hours Notice has not been given or may have to reschedule an appointment if running more than 10 minutes late. \_\_\_\_\_**

We would love to share pictures of your pet(s) receiving treatments while in our care. If you give us permission to use photographs of you and/or your pet in all its publications, including website and social media entries with the understanding that these pictures are voluntary and will not be compensated for use. Please initial your agreement that, I agree to release Tahoe Integrative Veterinary Care and it's employees from any claims, demands, and causes to action which I, my heirs, representatives, executors, administrators or any other person acting on my behalf or the behalf of my estate, have or may have by reason of this authorization.

**By signing this consent, I give authorization to use my name and my pet's name and photograph. \_\_\_\_\_** (Please note that you can revoke your consent at any time by calling or emailing TIVC.)

All of our staff at TIVC are trained to physically manage, hold, or otherwise restrain your pet in the safest and most comfortable way possible. Should you decide that you wish to assist in holding your pet during exams or procedures, our staff and TIVC shall not be liable for any injury that may arise, whether it be done to you or your pet.

**Please initial- I understand the release of liability if I choose to hold my own pet. \_\_\_\_\_**

All service fees are due at the time of services rendered and any past-due accounts are subject to late fees and collection charges. We accept cash, checks, Visa, Master Card, American Express, and Discover. We do **not** offer any payment options.

Bounced checks will receive a service charge of \$25 for any check returned unpaid in addition to any bank fees.

**Please initial that you understand that payment is due at time of services rendered and that there are additional charges to bounced checks.\_\_\_\_\_**

I \_\_\_\_\_ have read and understand Tahoe Integrative Veterinary Cares policies.

Signature \_\_\_\_\_ Date \_\_\_\_\_