

Salmon Brook Veterinary Hospital (SBVH) Veterinarian-Client-Patient Agreement

Salmon Brook Veterinary Hospital (SBVH) is committed to cultivating beneficial relationships with our clients and patients. A strong partnership built on mutual trust and respect is essential to support the best possible care for your pet. We need to have seen your pet within a year to maintain an active veterinary client-patient relationship.

AS A CLIENT, YOU CAN EXPECT TO:	IN RETURN, WE ASK THAT YOU:
Be treated with consideration, respect, and compassion by all hospital team members in all communications and interactions.	Demonstrate consideration and respect towards all team members, other clients, and patients. Bring any concerns to us so we can work with you toward a solution.
Know who is providing your animals' care, and be assured that the provided care is appropriate and competent.	In certain cases, your preferred veterinarian may not be available, please understand that anyone we trust to see your animal is qualified to do so.
Be presented with a range of treatment options that address your animals' needs. Be free to accept, decline, or discuss recommended options and their risks and benefits, and to seek a second opinion.	Allow us the opportunity to answer any questions you have about your animals' health status, recommended diagnostic or treatment options, or next steps if unclear. Follow the agreed-upon plan to the best of your ability, and contact us with your questions or concerns.
Ask for an estimate and be informed of the estimated costs of veterinary services as well as payment options and requirements. Know that we require a credit card on file for our Large Animal Clients. New Clients and Pre-Purchase Exams (PPE) for our horse clients require a deposit before scheduling.	Meet agreed-upon financial responsibilities for the provided veterinary services. SBVH requires payment at the time of service unless other arrangements have been made. We accept many forms of payment including Care Credit.
Be provided with contact information for veterinary emergency hospitals, and referral services when needed.	Be understanding in the rare instance that SBVH needs to refer you for the health and safety of your pet.
Be contacted promptly, whether that involves answering questions, providing follow-up, or scheduling appointments.	Use the practice phone number and/or email to contact us, unless your veterinarian instructs you differently.
Have your animal be treated with care and compassion.	Understand that we may prescribe medication to help your pet have a positive experience while visiting with us. This will minimize stress for your animal, and promote safety for all.
Have accurate medical records maintained by us, and have copies or summaries provided to you on your request.	Maintain detailed and easily accessible records of your horse's health and medical history, including vaccinations, deworming, and treatments provided outside of our practice.

**Please note that charges may be missed on occasion. In the rare instance that this occurs, SBVH has the right to charge you for those services if the mistake is caught within a reasonable amount of time.*

**A \$4.50 billing fee is assessed to all accounts holding a balance over 30 days. Estimates are valid for 3 months.*

**Our small animal clients are expected to leave a deposit of 50% of the low end of the surgical estimate.*