

# Mutual Respect, Responsibilities, and Expectations

At our clinic, we believe that high-quality veterinary care is a team effort. We ask that all clients understand and uphold the following:

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## 1. Supportive Handling

- ✓ We appreciate your understanding when a patient is too stressed, fearful, or in pain to safely undergo an examination or procedure without the aid of pain relief, anti-anxiety medication, or sedation.

In such cases, our priority is your pet's well-being and comfort. We will work closely with you to create a plan and reschedule the appointment, encouraging a safer and more positive experience for your pet's next visit.

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## 2. Provide Accurate Information

- ✓ Provide complete and honest information about your pet's medical history, current health status, and behavior.
- ✓ Share any previous veterinary records and known concerns that could affect the safety of staff or other patients.
- ✓ Please let us know your preferred method of communication (text, call, or email), and inform us of any updates to your contact information.

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## 3. Understanding and Consent

- ✓ Read and understand all consent forms, estimates, and treatment plans before signing.
- ✓ Inform our team promptly if you change your mind about any treatment or diagnostic tests.

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## 4. Scheduling and Attendance

- ✓ Arrive on time for appointments or notify us in advance if you need to cancel or reschedule.
- ✓ While we do our best to provide reminders, these are a courtesy and should not be solely relied upon.
- ✓ Be understanding if delays occur due to emergencies or unforeseen circumstances.
- ✓ If you have a preferred technician, you're welcome to request them when scheduling your pet's appointments.

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## 5. Respectful Conduct

- ✓ Treat all staff members, veterinarians, and other clients with courtesy and respect.
- ✓ Maintain appropriate behavior, including respectful tone and language during all interactions.
- ✓ Understand the actions or behaviors inconsistent with this policy may result in the termination of the veterinary-client-patient relationship (VCPR).
- ✓ Understand and uphold our zero-tolerance policy for any form of verbal abuse, aggression, threats, bullying, discrimination, disruptive, rude, or disrespectful behavior.

At FPC, we are committed to maintaining a safe, respectful and supportive environment for our veterinarian, staff, clients, and their pets. FPC reserves the right to end the VCPR if this policy is violated. In the event of termination, we will provide complete medical records and continue care for your pet(s) on an emergency basis for 30 days following termination.

Thank you for helping us ensure a safe and respectful space for everyone at FPC.

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## 6. Familiarize Yourself with Our Policies

- ✓ We kindly ask that all clients take time to review and understand our clinic's policies. Our policies can be found under the 'About Us' tab.
- ✓ We ask that our clients respect and adhere to these guidelines, just as our team is committed to doing the same.

Our policies are thoughtfully created with the well-being of pets, clients, and staff as our top priority. These policies help promote a consistent, transparent, and positive experience for everyone. We appreciate your partnership in upholding these standards.

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## **7. Financial Accountability**

- ✓ If you have budget concerns, please discuss them at the beginning of the visit, so we can work with you to find the best approach.
- ✓ You always have the right to accept or decline any recommended services.
- ✓ Upon request, we're happy to provide estimates and help prioritize treatments based on your pet's needs and your financial considerations.

Open communication helps us provide the best possible care for your pet while respecting your circumstances.

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## **8. Understanding Care Limitations**

- ✓ Medical care is rarely 100% certain, and outcomes can vary from case to case.
- ✓ No treatment or procedure can be guaranteed, and complications, while uncommon, may occur despite our best efforts.

We are committed to transparent communication and will always keep you informed about potential risks, benefits, and alternatives so you can make confident and informed decisions about your pet's care.

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## **9. Feedback and Communication**

- ✓ Clearly communicate your pet's needs and your expectations
- ✓ We welcome all feedback – both positive and constructive.
- ✓ If you have concerns, we are here to listen and work with you to find appropriate solutions.

We truly strive to make every experience a positive one for your pet, for you, and for our team – every visit, every time. You know your pet better than anyone and we value your insight, and will always listen to your concerns.

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## **10. Partnership in Care**

- ✓ Follow through with agreed-upon treatment plans, including follow-up visits and at-home care.
- ✓ Your cooperation and communication are vital to your pet's health
- ✓ Actively participate in decisions about your pet's care

We are a team! We believe the best outcomes happen when we work together as a team in support of your pet's health. Working together with trust, communication, respect, and shared responsibilities helps ensure the best possible care and outcomes for your pet.