



New Client Information Form

Welcome to Hickory Veterinary Hospital! Our staff is dedicated to delivering optimum patient care and will do its utmost to make your pet's stay pleasant and beneficial. Please feel free to ask any questions concerning the treatment of your pet or other policies of the clinic. To help us serve you better, please provide us with the following information.

Name _____ Spouse/Other Name _____

Address _____ Apartment Number _____

City _____ State _____ Zip _____

Cell Phone _____ Spouse/Other Phone _____

Work Phone _____ Home Phone _____

Email Address _____

Preferred method of contact (please circle one): Cell Home Work Spouse/Other Cell

How did you choose our practice? Location Internet Other _____

Personal Recommendation (whom may we thank?) _____

	Pet 1	Pet 2	Pet 3
Pet(s) Name			
Breed(s)			

We cannot give diagnoses by phone or through email.

Please call for an appointment during regular business hours or request an appointment online at hickoryvethospital.com.

****ALL PROFESSIONAL FEES ARE DUE AT THE TIME SERVICES ARE RENDERED****

Payment: I agree to pay for any and all services rendered by Hickory Veterinary Hospital at the time services are rendered. Hickory will not accept starter checks as payment. There is a \$50.00 fee for a returned check. **Initial** _____

Prescriptions: An appointment may be required to refill some medications. **We require that you call in prescription requests at least two business days in advance of when you need them refilled.** If you lose a prescription for controlled substances (i.e. tramadol or phenobarbital) we will be unable to replace them or have them refilled early. This is necessary to ensure we are in compliance with Drug Enforcement Administration regulations and professional guidelines. This is the standard of practice in the Commonwealth of Virginia. We cannot be flexible with this policy. Also, please be aware that these drugs are kept in a lockbox and are not accessible when a physician is not present, such as during lunch hours. **Initial** _____

Appointments: If you are ten minutes late or later for your appointment, we may need to reschedule in order to keep appointments running on time. We require 24-hour notice if an appointment needs to be cancelled. We have voicemail that is available should you need to cancel after hours. Call (757) 548-1548 and leave a message. **If you do not confirm your appointment 24 hours prior to the scheduled time, it may be subject to cancellation. If 3 or more appointments are no-showed, you will be required to pre-pay for the doctor's exam for any future appointments.** **Initial** _____

Photo Release: I grant Hickory Veterinary Hospital the right to take photographs of me and my pets. I authorize Hickory Veterinary Hospital, its assigns and transferees to copyright, use and publish the same in print and/or electronically. I agree that Hickory Veterinary Hospital may use such photographs of me with or without my name and for any lawful purpose, including such purposes as publicity, illustration, advertising, and Web content. **Accept** _____ **Decline** _____

Preventative Care: To prevent the spread of infectious diseases and parasites, all hospitalized and boarded patients must be current on all vaccines and free of internal and external parasites. The vaccines required for dogs are Rabies, DAPP, and Bordetella. The vaccines required for cats are Rabies, FVRCP, and FELV. My signature below authorizes this level of preventative care and the appropriate charges will be assessed in the discharge invoice.

I have read and understand the above:

Signature of Responsible Party

Date

Virginia Veterinary Hours Disclosure Form

Pursuant to a State of Virginia Law, Act 54.1-3806.1, effective July 1, 1991, veterinary practices admitting patients to their facilities must disclose hours of continuous medical care. Statements must be signed prior to rendering treatment and are kept on file.

Hickory Veterinary Hospital has business and medical staffing hours as follows:

Monday- Wednesday*	7:30 AM – 8:00 PM
Thursday-Friday	7:30 AM – 5:30 PM
Saturday	8:00 AM – 1:00 PM
Sundays	Closed
Holidays:	Closed
New Year's Day	
Memorial Day	
Independence Day	
Labor Day	
Thanksgiving Day	
Christmas Day	
*October through February we will close at 5:30 on Wednesdays	

This is to inform you that we have no in-house, on duty, continuous medical staff care:

- Overnight: from 5:30 PM as noted above, to opening time at 7:30 AM the next morning.
- Weekends: from closing time on Saturday at 1:00 PM to opening time on Monday at 7:30 AM.
- Holidays: from closing time before the holiday at 5:30 PM to opening time after the holiday at 7:30 AM or 8:00 AM.
- Holidays falling on a Monday: from closing time on Saturday at 1:00 PM to opening time on Tuesday at 7:30 AM.

I have read this form and understood the staffing hours at Hickory Veterinary Hospital

Signature of Owner or
Authorized Agent

Printed Owner/Agent Name

Date



CLIENT RIGHTS

As a client, you have the right to:

- Expect and receive appropriate treatment for your animal(s) as determined by our capabilities and our mission statement.
- Be treated with consideration, respect, and compassion by all members of our staff.
- Be informed of any illnesses your animal(s) may have, as well as treatment options available at the hospital
- Be informed of the costs of evaluation, treatment, and payment options available.
- Accept or reject treatments or diagnostic tests for your animal(s). You are not required to admit your animal to the hospital or allow any testing or treatment that you do not approve, and you have the right to be informed of the consequences of refusal of treatment or testing.
- Change your mind regarding any treatments or tests for which you previously consented, to notify us of this change prior to treatments or tests being performed, and to be informed of the consequences of your decisions.
- Receive prompt and courteous replies to any concerns you raise regarding the quality of care or service you and your animal(s) receive here.
- Be assured that medical and personal information is handled in a confidential manner, and to request copies of medical record information regarding your animal(s).

CLIENT RESPONSIBILITIES

As a client, you are responsible for:

- Providing all requested health information about your animal(s).
- Reading and understanding any consent forms and estimates that you sign.
- Accepting the financial obligations agreed to when your animal is seen at our facility.
- Arriving on time for each appointment OR to call ahead if you are going to be late/absent.
- Asking questions of our staff if you do not understand instructions or information they provide.
- Observing the policies and procedures of our facility, including appointment times, cancellation policies, and payment policies.
- Being considerate of clients whose animals are receiving care here.

- Ensuring you are not under the influence of alcohol or other substances during your visit at Hickory Veterinary Hospital, and are able to provide consent and make decisions.
- Informing us immediately if you change your mind about any tests or treatments to which you previously consented.
- Being involved in your animal(s) condition from diagnosis to treatment; to follow the instructions you receive for care of your animal(s) at home.
- Advising us if you have any concerns or are dissatisfied in any way.
- Treating every member of our staff with respect and consideration.
- Reading and understanding our Client Code of Conduct and be conscious of the consequences for disorderly conduct.

CLIENT CODE OF CONDUCT

Hickory Veterinary Hospital seeks to continually provide a welcoming and safe environment which ensures trust and respect for all people and pets.

We will not accept the following behaviors:

- Verbal abuse, malicious or harmful statements about others, profanity or disrespect
- Any form of harassment
- Discriminatory comments or actions
- Making threats or intimidation tactics
- Allowing your pet to intimidate or threaten a person or another pet
- Public disclosure of another's private information
- Suspicion of being under the influence of alcohol or behavior-altering drugs
- Failure to comply with requests of our staff, including leashing/restraining your pet

In the event that your behavior is problematic, we reserve the right to discontinue services immediately. This policy is strictly enforced and non-compliance will result in corrective measures being taken, which may include being asked to leave the property and the possible involvement of law enforcement. Thank you for your cooperation and understanding.

Signature of Owner or Authorized Agent