



## Client Communication & Care Policy

We are honored to care for your pet and are committed to clear, compassionate, and professional communication. If you ever have questions about your pet's care, please ask a member of our team. It is our privilege to care for your pet and keep you informed.

### **Respectful Communication**

Our team is committed to communicating in a respectful, calm, and professional manner. We ask that clients communicate in the same way. Disrespectful, discriminatory, excessively loud, disruptive, or rude behavior—including the use of profanity—will not be tolerated toward our staff or other clients.

If you have a concern about a communication issue with a team member, please request to speak with a team leader. Failure to comply with this policy may result in termination of the Veterinary–Client–Patient Relationship (VCPR). In such cases, your pet's medical records will be provided to you or forwarded to a veterinarian of your choice to ensure continuity of care.

### **Veterinary–Client–Patient Relationship (VCPR)**

All veterinary services are provided within the framework of a valid Veterinary–Client–Patient Relationship (VCPR) as defined by the Texas Veterinary Practice Act.

### **Communication About Care and Costs**

We are responsible for providing clear and useful information regarding our assessment of your pet's health and our recommendations during each visit. Prior to providing any non-emergency care, we will present a written treatment plan that includes recommended services and associated fees. Client consent (written or documented verbal consent) is required before proceeding.

### **Emergency Exception**

If your pet presents in critical condition, we may obtain general consent to initiate lifesaving care immediately. A detailed treatment plan and cost estimate will be provided as soon as reasonably possible.

### **Client Responsibilities**

Clients are responsible for providing complete and accurate information about their pet's health, behavior, medications, nutrition, home care, and any concerns at each visit so that we may provide appropriate medical care.

### **After-Hours and Emergency Care**

Our clinic does not provide medical consultation outside of normal business hours. If your pet requires urgent or emergency care after hours, you should seek immediate care at an emergency veterinary facility.

### **Ongoing Concerns**

You are responsible for promptly contacting a veterinarian or emergency facility regarding any concerns or complications related to your pet's health or treatment.