



ANIMAL HOSPITAL OF MAPLE VALLEY

23911 SE Kent Kangley Rd. Maple Valley, WA. 98038

P: 425-432-2999 F: 425-432-0399

animalhospitalofmaplevalley@yahoo.com

Exam Policy

In accordance with the American Veterinary Medicine Association (AVMA), a valid veterinarian-client patient relationship (also known as a valid VCPR) is required for all prescription medications and veterinary services. This relationship is defined as a physical exam of the patient by the veterinarian within the past year. We will not provide products such as prescription diets, flea and heartworm prevention without a current exam by an Animal Hospital of Maple Valley veterinarian.

Heartworm Policy

It is the policy of this clinic to test dogs once a year for heartworm infection, as recommended by the guidelines set forth by the American Heartworm Society. As adult heartworm develop around 7 months of age, we require an initial heartworm test at this time, then annually. Furthermore, we recommend using a heartworm preventative once a month for the prevention of this potentially fatal disease.

In order to receive heartworm prevention, your pet must be current on his/her heartworm test and have been examined by one of our veterinarians in the past.

Medication Refills

Please call or text our office at [\(425\)432-2999](tel:4254322999) to order a new prescription or order prescription refills. We ask that our clients verify availability of medications with their pharmacy prior to requesting our clinic to call in prescriptions. All medications that are dispensed or approved from our office have to be reviewed by one of our veterinarians. Please allow up to 2 business days for all prescription approvals.

Pet Pharmacy

As online shopping continues to grow in popularity, Animal Hospital of Maple Valley would like to support our clients' ever changing needs. With the rising cost of many everyday items we understand that price shopping has become more routine in most households. For this reason, Animal Hospital of Maple Valley has its own online pharmacy that you can find at animalhousewa.vetsfirstchoice.com. If we are unable to

provide the medication needed, we will gladly call in or fax a written prescription to a pharmacy near your home. If you decide that purchasing medications from alternate sources is the best option, we will gladly provide a written prescription that can be picked up at our office. In either case please allow 2 business days for all prescription approvals. Any online pharmacy requests not associated with our clinic may take an additional 1-2 days.

Due to the recent increase in online pharmaceutical fraud it is very important that you know your source. In any case, many medications have strict storage & transportation requirements. For this reason, most drug manufacturers will not supply the majority of online pharmacies directly. The result is that the source of the medication must be called into question for any medication guarantee. In purchasing medication online, the Animal Hospital of Maple Valley is not responsible and cannot guarantee the quality of the product sold to you.

***Animal Hospital of Maple Valley reserves the right to decline medication requests based on the specific needs of the patient.**

Leashes and Carriers

For your protection, and that of others, all dogs must be in a secure carrier or on a leash, properly controlled, while in the waiting area or exam rooms. If you use a retractable leash, we ask that you keep the leash locked and dog(s) on a short lead. All cats must be presented in a secure carrier or on a leash. If you do not have a leash for your pet, a hospital leash may be loaned to you for the duration of your visit.

Appointment Policy

To allow ample time for all patients and scheduled surgical procedures, we operate primarily by appointment. Emergency cases shall always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time. We ask that you arrive on time for your appointment. Please bring any information needed for services requested such as vaccine updates, health certificates, etc.

We understand unexpected things happen, because of this we give clients a 10 minute window after their set appointment time to make it in, if you are more than 10 minutes late, we will ask you to reschedule and a \$45 fee will be applied to your account.

We charge a late cancellation fee/no show fee of \$45, we ask if you are unable to make your scheduled appointment, kindly give a 24 hour notice to avoid any fees. We value your time and ask that you value ours as well.

Disease and Prevention Policy

To prevent the spread of infectious diseases and viruses, we require any dogs showing any signs of coughing, sneezing, vomiting and/or diarrhea to stay in your vehicle and call to check in. We will begin the exam in the vehicle and proceed accordingly. The only legally required vaccine for dogs is Rabies, if you chose not to vaccinate you will need to sign an AMA (against medical advice) form. Cats are also legally required to be vaccinated against Rabies. In the event of parasites, both internal (ie. Roundworms, hookworms and whipworms) and external (ie. Fleas and ticks), your pet will be treated for a fee.

Payment Methods Policy

We accept VISA, MasterCard, CareCredit and Cash. We do not accept American Express, Discover or Checks. We currently do not offer payment plans, payment is due at the end of the visit. CareCredit payments must be made in the clinic by the person whose name is on the card with a valid ID, there will be no exceptions for this rule as we have to abide by CareCredit's rules. As for insurance, the only pet insurance that we work with and will pay our hospital directly is Trupanion Pet Insurance. For any other insurance, you will have to pay the hospital directly and submit your paid invoice to your insurance for reimbursement.

Doctor Callbacks

Whether you are waiting for a call back with lab results or you're waiting on a doctor to return your call, we ask that you be patient and give the doctors at least 24 hours to return your call. Our doctors have back to back scheduled appointments and return calls in between their appointments and after they finish seeing patients for the day. We try to get emergent questions answered as soon as possible but on rare occasions we cannot, if you believe your pet needs urgent care, please contact your nearest veterinary urgent care/emergency hospital.

Bullying/Harassment Policy

Our hospital does not tolerate any bullying or harassment of any kind be it towards our clients by our staff nor from our clients towards our staff. We understand that our pets are part of our family and we may become emotional when they are having health issues and so we try to be as understanding and compassionate with our clients as possible. This being said, we do not tolerate any verbal/ physical/ sexual abuse toward any of our staff. This includes verbal threats in person, over phone calls, emails etc. and of course any physical threatening behavior. Our staff is not responsible for any changes in cost of services/ products or changes in policy and we expect our clients to understand this and respect our staff when they follow procedure. Any repeat offender can and will be fired as a client, and will no longer be able to receive services from our hospital. Your pets records can then be forwarded to a different veterinary clinic of your

choosing. We love our clients and their pets, and we aim to provide a warm friendly environment where you and your pets feel at home.

I, _____, have read and agree to follow the policies and regulations placed by the Animal Hospital of Maple Valley. By signing this form I understand that failing any of these policies can cause my account to be closed and services to be declined.

Client Name: _____

Date: _____

Client Signature: _____

Phone # _____