



CLIENT RIGHTS AND RESPONSIBILITIES

At Progressive Animal Wellness, we are dedicated to providing the highest standard of personalized patient care. Our practice embraces a guilt and judgement-free approach, fostering a compassionate environment for pet owners. We prioritize honest and direct communication with our clients, ensuring transparency throughout their pet's treatment journey.

RIGHTS

YOU CAN EXPECT:

- ✓ To be treated with professionalism, compassion, honesty, and respect—free from discrimination.
- ✓ That our priorities are your pet, your needs, and public safety.
- ✓ Knowledgeable veterinary care for your pet.
- ✓ To receive information you can understand and to help you make choices for your pet.
- ✓ Privacy and confidentiality, unless you ask otherwise or it's required by law.
- ✓ That your positive or constructive feedback is welcome.
- ✓ To receive notice from us, contact information for other veterinarians, and transfer of your pet's care if we can't treat your pet anymore.

RESPONSIBILITIES

WHAT WE ASK IN RETURN IS:

- ✓ **That our team and other clients are treated with professionalism, compassion, honesty, and respect—free from discrimination.**
 - The following will not be tolerated and will result in corrective measures being taken, which may include termination of veterinary care at PAW, being asked to leave the property, and potential involvement by law enforcement:
 - Verbal abuse, malicious or harmful statements about others, profanity or disrespect directed at a person or pet.
 - Any form of harassment.
 - Discriminatory comments and/or actions.
 - Intimidation tactics and/or threats.
 - 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 from our staff, including leashing/restraining your pet.
- ✓ **For you to be upfront and honest with our team, including:**
 - Sharing information:
 - Providing (or granting us permission to request) your pet's complete medical records
 - Answering our team's questions and giving us any information you think is important about your pet's health or our team's safety (especially a history of biting, scratching, etc.)
 - Sharing questions, challenges, or concerns about anything we've discussed, left unaddressed, or with any treatments.
- ✓ **Your respect of our schedule and understand that medical care can be unpredictable:**
 - Cancel any appointments at least one business day before your appointment so other pets can receive care.
 - **Late Policy:**
 - If a client is more than 10 minutes late to their appointment, the appointment may need to be rescheduled. Clients arriving late may be asked to wait to be seen until the veterinarian(s) have an opening in their schedule. Clients will then be charged a \$20 late fee.
 - **Missed Appointment Policy:**
 - An appointment is considered missed or a "no show" if the clinic is not notified of your need to reschedule or cancel with 24 hours' notice. We understand that personal situations can arise unexpectedly and you may reschedule your appointment without penalty provided we receive 24 hours' notice.
 - After the second missed appointment, a deposit will be required to schedule a third appointment. In the event the appointment is missed again, the deposit will be retained. Deposits will be required for all scheduled visits until it has been over a year since your last missed appointment. Accounts will be reviewed for status change each January.
 - Only allow people whom you trust to get information, make medical decisions, and provide payment for your pet to accompany your pet to appointments. Due to time constraints, we generally cannot repeat conversations with multiple people.
- ✓ **To advise us if you have any concerns or are dissatisfied.**
- ✓ **Provide payment at the time of service.**