animal clinic of Leesburg

Client Information

Owner's Name (**include spouse/secondary contact**):

FULL Mailing Address (Street, City, State, and Zip Code):

Cell Phone:

Email (for reminder & receipt purposes only):

Pet's Information:

Pet's Name: Breed:

Color: Birthdate/Age:

Sex: Spayed ☐ Neutered ☐

Does your pet have any **known** medical issues? If so, explain:

Is your pet up to date on vaccines? If so, which vaccines? Please bring records of vaccines to your appointment, or email them to us prior.

Is your pet on heartworm/flea prevention? If so, what kind?

Name of previous veterinarian & phone number:

Payments are expected at the time of service. We accept cash, check, all major credit cards, Care Credit, and Scratchpay. There will be a $35 fee for any returned check. There will be a $1.00 interest charge for every 28 days a balance goes unpaid. We consider it a pleasure, and honor, to serve our community and their pets.

Owner's Signature Date

Animal Clinic of Leesburg Client Code of Conduct 2024

Dr. Amy Huff & the staff at Animal Clinic of Leesburg seek to continually provide a welcoming and safe environment that ensures trust and respect for all people and pets. We strive to treat every client and patient with kindness, respect, and compassion. Our goal is to create a working relationship with the shared goal of compassionate veterinary care for your pet.

To preserve this relationship, we ask that you do the following:

- Disclose relevant, accurate, and complete information about your pet's temperament, health, and history.
- Visit at least once per year to maintain a valid veterinary-client-patient relationship (VCPR) as is required by law to dispense medications including flea and heartworm prevention.
- Treat other clients, patients, veterinarians, and staff with respect.
- Meet financial obligations at the time of services being rendered.
- Recognize the reality of risks and limits of the science of veterinary medicine.
- Work collaboratively with providers to develop and carry out agreed-upon treatment plans.
- Address the Practice Manager with any issues that may arise and clearly communicate your wants and needs.
- Have patience & understanding if we are falling behind schedule, your time is important to us. If we are running behind, know that it is most likely due to a very sick pet that needs additional attention or an emergency. We will try to notify you, reschedule, or accommodate you with a drop-off appointment.

To preserve this relationship we ask that you refrain from the following unacceptable behaviors:

- Verbal abuse, malicious or harmful statements about others, profanity or disrespect to any of our veterinarians & staff members.
- Any form of harassment.
- Discriminatory comments or actions.
- Intimidation tactics and/or making threats.
- Allowing your pet to intimidate or threaten a person or another pet.
- Public disclosure of another's private information.
- 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 terminate our relationship and discontinue services immediately. We welcome the opportunity to meet new people and support our community. We truly love what we do. If we feel that the code of conduct has been violated, the Veterinary client-patient-relationship will be terminated, and you may be asked to seek care elsewhere. 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.

Client Name (printed): _____ **Signature:** _____

Date: _____ **ACoL Representative:** _____