

PASO PETCARE VETERINARY HOSPITAL

820 6TH Street • Paso Robles, CA 93446 / Phone (805) 238-1091 • Fax (805) 238-1971
www.pasopetcare.com

Welcome to Paso Petcare! Our practice is dedicated to “Caring for Pets and their People” by establishing and maintaining strong owner-pet-provider relationships based on mutual respect and consideration, communication, and compassion. We truly appreciate that you are entrusting us with the care of your beloved pet and understand the importance of your participation in that care. Every member of our staff is committed to providing the highest quality medical care for your pet and excellent customer service to you.

PLEASE REVIEW THE FOLLOWING INFORMATION AND THEN INITIAL AND SIGN WHERE INDICATED.

HOSPITAL POLICY

- ❖ **EVERY PET MUST BE PRESENTED BY THE LEGAL OWNER/GUARDIAN AT LEAST 18 YEARS OLD FOR THE FIRST VISIT.** After the initial visit, pets may be accompanied by a designated 3rd party at least 18 years old as authorized on the account.
- ❖ **DOCTORS' AVAILABILITY is by SCHEDULED APPOINTMENTS.** Walk-Ins will be accommodated if time is available. Emergencies may be referred to the *emergency hospital* if it is determined to be in the best interest of the pet.
Please Note: Paso Petcare does NOT have after hours monitoring or emergency care.
- ❖ **We request a minimum notice of one full business day to change and/or cancel an appointment and notice of two full business days to change and/or cancel a scheduled anesthetic procedure.** We reserve the right to bill your account for “NO SHOWS” and/or late cancellations.
- ❖ **REQUIRED Vaccinations** – FVRCP for all cats / DHPP for all dogs. You must provide proof that these vaccines are current or update them at the time of service (unless there is a medical reason to delay vaccination).
- ❖ **REQUIRED Annual Exam** – In the best interest of your pet's health, we require a comprehensive exam once a year to evaluate all aspects of their health specific to their age and any ongoing conditions and/or medications.
- ❖ **PRESCRIPTION REFILL REQUESTS require a minimum 48-hours notice in advance of when needed.**
- ❖ **If your pet requires hospitalization, please be aware of the following:**
 - A minimum deposit may be required, with the balance due at time of release.
 - Progress reports may be obtained by calling the office after 10:00am or as directed by the doctor.
 - Pets are generally released in the afternoon. Please call to confirm time.
 - Paso Petcare is NOT a 24 hour facility and there is usually no staff on the premises overnight.
 - In some cases, your pet may need to be transferred to the 24-hour emergency facility.
- ❖ **IN ACCORDANCE WITH CA LAW SB-490,** no information for you or your pets can be collected or released without authorization from the legal owner/guardian.

Paso Petcare is authorized to request/receive/release records for my pets to or from other veterinarian(s) as required for their care and treatment –

Please INITIAL your preferences: _____ YES / _____ NO

Paso Petcare is authorized to release vaccination records for my pets to or from groomers/kennels as requested for their care or services –

Please INITIAL your preferences: _____ YES / _____ NO

FINANCIAL POLICY

- ❖ **WRITTEN ESTIMATES** are available upon request *in advance* for any diagnostic procedures or treatment services.
Please Note: These are *estimates* and not a final cost guarantee.
- ❖ **PAYMENT IS DUE IN FULL AT TIME OF SERVICE.** We accept PERSONAL CHECKS *from a local bank or credit union* with proper identification, DEBIT CARDS, MASTERCARD, VISA, DISCOVER and CARE CREDIT.
Please Note: We do not accept American Express or third party checks.
- ❖ **RETURNED CHECKS** are subject to service charges and may be referred to the District Attorney for collection.

As the legal owner/guardian of the pet(s) presented, I accept the terms specified above and authorize Paso Petcare to provide medical services for diagnostics and treatment of my pet(s):

Owner Signature

Date

Owner Signature

Date