

Acacia Pet Clinic New Client, Policies, and Media Release Form

Client Information:

First and Last Name:

Home Address:

City, State, and Zip Code:

Primary Phone Number:

Secondary Phone Number:

Email Address:

Client's Birth Date (Needed for dispensing controlled drugs):

How would you prefer your reminders are sent to you?

- Text
- Email
- Both
- Opt-Out of reminders

How did you hear about us?

Patient Information

Patient Name	Species	Breed	Age/DOB	Sex (Spayed, Neutered, Male, or Female)

Do any of your pets have any chronic conditions? If yes, please list which pet and what the condition is.

Are any of your pets on any long term medications? If yes, please list which pet and which medications.

Acacia Pet Clinic Policies and Procedures

1. Appointment policy:

- a. Patients are seen by appointment only. We do not accept walk-in appointments. Drop-off appointments must be made in advance and are at the discretion of the doctor.
- b. We schedule appointments on a first come first serve basis. We do reserve several time slots each day for same day sick appointments, but there may be times when all our appointment slots are filled for the day. If we are unable to see your pet on a certain day you will need to schedule for another day or seek care at one of the emergency clinics in the area if the issue is emergent.
- c. We ask that you arrive on time for your appointment. If you are more than 5 minutes late you may be asked to reschedule.
- d. If you cannot make your appointment or need to cancel for any reason, we ask that you call, text, or email us at least 24 hours before your appointment time. Excessive cancellations or no shows will require a deposit when making an appointment.
- e. If you schedule a drop off procedure (surgeries, dentals, etc.) and cancel without a hour notice, you will be required to leave a deposit of 50% of the cost of the estimate to reschedule. If you miss your rescheduled appointment, the deposit will be forfeit.

2. Records:

- a. We ask that all new clients try to bring previous records with them at their first appointment. If you do not bring records you may be asked to call your previous clinic and obtain these before we can proceed with care.
- b. If you would like to request medical records from Acacia Pet Clinic for your pet please give us a call or send us an email.

3. Vaccinations

- a. We require all our patients to be up-to-date on their rabies vaccination. The only exception to this is if your pet has a severe reaction to the rabies vaccine or has a chronic disease that makes them unable to be vaccinated. Exceptions will only be made on a case by case basis and must be approved by the doctor.
- b. We highly recommend all cats be up-to-date on their FVRCP vaccination and all dogs be up to date on their DHPP vaccination as well.

4. Prescriptions

- a. Most food and medication prescriptions can be filled here at the clinic or through our online stores located on our clinic website. If a prescription needs to be filled through a local outside human pharmacy it can either be done by phone or written prescription. Approval for online pharmacy prescription requests can take up to one week, please plan accordingly.
- b. To obtain a written prescription, you can request it at your appointment or by calling the clinic. If done outside of an appointment, please allow up to 48 hours for the written prescription to become available for pick up. A written prescription will only be given once within the appropriate time frame. If you need to fill a medication at a different pharmacy and there are still

refills available on the original prescription, you will need to have the original pharmacy transfer the prescription to the new pharmacy. We will not reissue a duplicate prescription.

c. For medication refills here at the clinic, please allow up to 48 hours for these to be approved and made ready. For our online store orders, please allow up to 48 hours for these to be approved.

5. Payment

a. Payment is due at the time of service. We do not do any billing or payment plans. We accept Visa, Mastercard, Discover, American Express, Care Credit and Cash. We do not accept personal checks.

6. Client Interaction

a. Our staff strives to treat each client and patient with respect and we expect our clients to also act respectfully. This includes interactions when here at the clinic, speaking to us over the phone, and interacting over social media. We do not tolerate verbal, written, or physical abuse of our staff, patients, or other clients in any situation. If a client becomes hostile or treats a person or patient poorly, he or she will be asked to leave and not return to the clinic and to seek veterinary care elsewhere.

7. Appointment and Service Reminders

a. Acacia Pet Clinic does send automated appointment and service reminders via email and text messaging. If you wish to opt out of these electronic communications, please let us know above.

8. Communication

a. All phone calls, emails, and texts to and from Acacia Pet Clinic are recorded by our voice over IP system and our email service. By signing this form, you confirm that you are aware of and consent to the recording of all communications to and from Acacia Pet Clinic.

9. Covid-19 Policies

a. We are allowing up to 2 people inside per appointment.

b. A mask is recommended but not required

c. If you still wish to do a curbside appointment please let us know. This requires that you remain in your car when you arrive, call us to get checked in, and your pet will be brought inside by themselves for the appointment. The doctor will do their exam, then call to go over exam findings and recommendations

By signing below, I am acknowledging that all above information is true and accurate. I am agreeing to abide by policies and procedures put in place by Acacia Pet Clinic and their staff.

Printed Name:

Signature:

Date:

Online Confidentiality

Are my client/ patient veterinary records confidential?

Yes, your client or patient veterinary records via Acacia Pet Clinic are confidential and will not be shared unless Acacia Pet Clinic specifically requests your permission for clearly defined circumstances, such as this form here.

This form serves to obtain your written authorization and your informed consent to disclose information concerning your animal receiving veterinary services on social media in very select circumstances, which can possibly include but is not limited to: responding to reviews online.

You additionally agree that you have had notice in accordance with the BPC Section 4857 of the California regulations which states you consent to having your animals receive vet services by Acacia Pet Clinic

If you are not the client responsible for the animal receiving care, then you are an authorized agent of the client and have permission to sign on their behalf.

By signing this agreement, you agree that Acacia Pet Clinic has your authorization and informed consent to disclose information concerning your animal receiving veterinary services on social media, including but not limited to: posting photos, responding to reviews, and discussing any client's concerns online.

Pet Name(s):

Client Name:

Signature:

Date:

Social Media Consent

By signing below, the Client allows Acacia Pet Clinic to use photos, videos, and other media or their pet(s) on social media, websites, and promotional materials. Acacia Pet Clinic retains all rights to the media, while the Client's personal information remains confidential.

The Client may revoke consent by providing written notice to Acacia Pet Clinic. Upon receiving notice, Acacia Pet Clinic will attempt to remove the specified media from its platforms and materials.

Pet Name(s):

Client Name:

Signature:

Date: