



Ivor Veterinary Clinic Disclosure Form

Please Read Carefully Before Signing

Ivor Veterinary Clinic has appointment guidelines as follows:

Appointment Policies:

Ivor Veterinary Clinic schedules by appointment only. There is no guarantee that you will receive an appointment as a "walk-in." Patients are seen in order of scheduled appointment time, not arrival time.

As a new patient, we ask that you arrive at the clinic a minimum of 15 minutes prior to your scheduled appointment time in order to give you ample time to complete your registration paperwork and get copies of your pet's records.

As an established patient, we ask that you arrive 5 to 10 minutes prior to your scheduled appointment time.

Surgery Drop off / Discharge Policies:

You must drop off on time if you are scheduled for a surgical procedure or diagnostic test.

You must pick up at the designated discharge time because we set aside time in the schedule for our staff to sit down with you and answer any questions you have about the day's surgery, post-op care, and recovery expectations.

Late Arrival Policy

If you are an established patient and you arrive 15 minutes late or more to your appointment, you will be asked to reschedule unless the doctor's schedule can still accommodate you. Late arrivals are notated in accounts. The first late arrival results in a warning, and following late arrivals will result in a walk-in fee added to the visit should you decide to wait for the doctor to accommodate you.

Priority will be given to the patients who arrive on time and you may have to be worked in between them. This may mean a considerable wait. If this is not convenient, you may choose to reschedule.

One or two late patients or an emergency cause the entire daily schedule to fall behind. We strive to see every patient as close to their appointment time as possible.

No Show Policy

As you know, we strive to give each pet the time they need during each appointment. To help us achieve this goal for all clients, we ask that you to give us at least 24 hours notice if you cannot make your appointment. This allows us to offer your spot to another patient.

Please keep in mind that Ivor Veterinary Clinic has a policy for clients who miss their appointments without advance notice:

- Your first missed appointment will be excused.
- The second missed appointment without notice will result in your account being flagged.
- After a third missed appointment, you will be required to pay an exam deposit while scheduling your visits each time thereafter. The exam charge is \$36.00 per pet and is non-refundable should you miss your appointment.

If you cannot make your appointment we ask that you give us 24 hours notice or reschedule. We can be reached by phone at 757-859-6415, and via email at manager@ivorvetclinic.com

We thank you for your cooperation so we can give each pet the best service possible.

General appointment policy: I {ContactNameInformal} understand Ivor Veterinary Clinic schedules by appointment only. There is no guarantee that I will receive an appointment as a "walk-in." I understand I am expected to arrive no earlier than 10 minutes before my scheduled appointment time.

Late appointments and cancellations: I {ContactNameInformal} understand Ivor Veterinary Clinic's cancellation and late appointment policies. If I am unable to make my scheduled appointment time, I understand I must call and give 24 hour notice or reschedule my appointment. I am responsible for any late fees and/or exam deposits.

Clinic drop off and pick up policies: I {ContactNameInformal} understand Ivor Veterinary Clinic's drop off and pick up policies and do hereby agree to accept them.

I {ContactNameInformal} have read and understand Ivor Veterinary Clinic's appointment policies and do hereby agree to

accept them. I understand that failure to adhere to these policies may result in my termination from the practice.

Signature	{Signature}	Account	{ContactCode}
Printed Name	{ClientContactName}	Date	{TodaysDateFull}

Rabies Vaccine:

Ivor Veterinary Clinic requires all patients be up to date on their rabies vaccines to protect all people your pet encounters, you, our clients, other patients, and our staff. Even if we're only doing a toe nail trim, your pet must have proof of rabies vaccination for us to handle your pet. Further appointments will be scheduled after the initial rabies vaccination because vaccination is considered effective after 28 days.

Rabies is a deadly disease caused by a virus that attacks the nervous system. The virus is secreted in saliva and is usually transmitted to people and animals by a bite from an infected animal. Less commonly, rabies can be transmitted when saliva from a rabid animal comes in contact with an open cut on the skin or the eyes, nose, or mouth of a person or animal. Once the outward signs of the disease appear, rabies is nearly always fatal.

(source: <https://www.avma.org/public/Health/Pages/rabies.aspx>)

Dogs and cats must have a valid rabies vaccine as required by Virginia law. If your vaccine was performed elsewhere, we require a rabies certificate or medical records from your previous veterinarian. A rabies tag is not considered legal proof of rabies; we require paperwork verification or verbal verification from the clinic that administered the vaccine.

Leash & Carrier Requirement:

For the protection and convenience for everyone in the hospital, all dogs must be on a leash and properly controlled while in the waiting area or exam rooms. All cats and other small pets must be presented in an appropriate carrier or on a leash. If you are unable to locate a carrier or leash, please ask a staff member about borrowing or purchasing one from clinic.

**For the safety of all our clients and staff, all leashes must be on a 6' leash or shorter.
No retractable leashes in clinic, please.**

Clinic vaccine requirements: I {ContactNameInformal} understand that Ivor Veterinary Clinic requires proof of an up to date rabies vaccination in order to handle my pet(s). I understand that proof of rabies consists of a rabies certificate or medical records from my previous veterinarian. I understand that vaccination is considered effective after 28 days.

Leash and carrier requirement: I {ContactNameInformal} understand that Ivor Veterinary Clinic requires I properly restrain and/or contain my pet(s) with a leash and/or carrier. I understand that in the event I am unable to provide a leash and/or carrier, I may be required to purchase one upon entering the clinic. I understand my leash must be non-retractable and 6' or shorter.

Signature	{Signature}
Printed Name	{ClientContactName}
Date	{TodaysDateFull}
Account #	{ContactCode}