

## *Client Rights & Responsibilities*

### **YOUR RIGHTS ARE**

- To expect and receive appropriate treatment for your pet(s) as determined by our capabilities and our mission statement.
- To be treated with consideration, respect, and compassion by all members of our staff.
- To be informed of any illnesses your pet(s) may have, as well as treatment options available at the *Stonewall Veterinary Hospital* or through referral.
- To be informed of the cost associated with your pet(s) evaluation, diagnostic tests and treatments, and the payment options available to you.
- To participate in your pet(s) healthcare by making informed decisions, including declining care.
  - Your pet(s) medical team will explain the potential medical consequences of declining the recommended diagnostic test or treatment.
- To receive prompt and courteous replies to any concerns you raise regarding your pet(s) medical condition or care.
- To be assured that medical and personal information is handled in a confidential manner, and to request for those records to be transferred to another medical facility when required.

### **YOUR RESPONSIBILITIES ARE**

- To provide all requested health information about your pet(s), and to inform us of any changes to your pets health as soon as possible.
- To inform us of any changes to your contact information in the event of an address/phone number/email change.
- To keep track of and arrive on time for your scheduled appointment(s). Our team does their best to remind you of your appointment via phone call, text, and email, but this is a courtesy. If you need to reschedule your appointment or know that you will be late, please inform us as soon as possible. Please review our [scheduling/cancelation](#) policy for further details.
- To read and understand any consent forms, treatment plans, or homecare instructions that you sign.
- To ask questions if you do not understand information or instructions provided by our team.

- To inform us immediately if you change your mind about any diagnostic tests to which you have previously consented.
- To treat our team with consideration and respect