

Nurture Animal Clinic

Client Rights and Responsibilities

Client Rights

As a client, you are entitled to:

- Considerate, respectful, and impartial care from every veterinarian, student, and staff member.
- Accurate and easily understood information about your animal's health, clinic policies & procedures, including leash/carrier requirements, payment, appointment scheduling, prescription, and cancellation policies.
- Know the names and positions of the persons involved in the care & treatment of your animal.
- Know your animal's diagnosis, prognosis, treatment options, and the risks and benefits of each treatment option.
- Actively participate in decisions about your animal's care.
- Decline treatment, and to receive a full explanation of potential risks associated with the declined treatment.
- Talk in confidence with staff members and veterinarians, and to have your animal's health care information protected.
- Fair, fast, & objective review of any complaint or request you have regarding the clinic.

Client Responsibilities

As a client, you are responsible for:

- Ensuring healthy habits in your animal, such as exercise and diet.
- Disclosing accurate and complete information about your animal's health and medical history, including behavioral issues that may affect the safety of other patients or clinic personnel.
- Working collaboratively with providers to develop and carry out agreed upon treatment plans.
- Asking questions if you do not understand.
- Clearly communicating your wants and needs.
- Recognizing the reality of risks and limits of the science of veterinary medicine.
- Maintaining the awareness of the clinic's obligation to provide timely, equitable care to other patients.
- Accepting that we are a teaching clinic, your animal will be seen by a team that consists of students, technicians, and veterinarians.
- Meeting financial obligations.
- Maintaining respectful behavior towards other clients, students, and clinic personnel at all times.
- Abiding by administrative and operational policies & procedures.

