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Client Policies

Please type your name and date after the "X".

MINIMUM BASIC DERMATOLOGIC WORK-UP

The initial dermatology consultation consists of an in-depth discussion with you regarding the history of the pet's dermatological and other medical history and symptoms, thorough examination of skin, ears and claws, and review of medical records (if available). Cytology is a basic test in dermatology that is usually required to assess infection status of the skin and/or ears and can provide us with critical information. A skin scraping or ear mineral oil preparation is often necessary to rule out parasitic mite involvement. A specialized light called a Wood's lamp can help us in some cases with our diagnosis. The consultation, cytology and skin scraping comprises a minimum basic dermatologic work-up that offers us a starting place to determine a further diagnostic and treatment plan for your pet. The minimum basic dermatologic work-up costs up to \$255. Further testing such as bacterial or fungal cultures, blood and urine testing, allergy testing and biopsies are sometimes also necessary. It is important to note that this basic minimum charge does not include further diagnostics and does not include any therapeutics. You will be given an estimate for any charges beyond the \$255 and we will discuss with you why these diagnostics and/or therapeutics are being recommended. We give you our word that we will not recommend any test or therapeutic that are not necessary.

X--- I understand that the minimum basic dermatologic work-up will cost up to \$255 and I authorize Redbud Animal Dermatology and Allergy Specialists to proceed. I understand that this number does not include further testing that may be necessary and does not include any necessary treatment.

X		Date:	
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EXPECTATIONS

Outcomes: It is also important to be on the same page in regard to expectations. Most dermatological diseases are not curable, but rather manageable, and require lifelong care including rechecks. It is very rare for an animal's skin or ear disease to be resolved in one visit. Follow-up is very important in dermatology and on-going vigilance and diligence is critical to success. There is a fee for the recheck exam and cytology often needs to be repeated to monitor progress. Most pets and owners can experience significant improvement in quality of life! However, as in all areas of human and veterinary medicine, there will be individuals who fail to respond to treatment, although this is certainly not the norm. With your cooperation, we

promise to give our all to finding successful solutions for your pet, but outcomes are not and cannot be guaranteed.

Time: We spend a lot of time discussing your pet's history with you (dermatology is detective work!), examining your pet, interpreting samples, and explaining diagnostics and therapeutics. An initial visit takes an hour to an hour and a half on average. You will have detailed discharge instructions emailed to you within 24 hours following your pet's appointment. If you are pressed for time, please communicate that with us so that we can work towards a mutual solution.

X-- I understand that most dermatologic diseases require lifelong care and follow-up. I understand that we cannot guarantee any particular outcome. I understand that the dermatological work-up and communication process takes time.

X		Date:	
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APPOINTMENT, REFILL POLICY, COMMUNICATION

We are a new specialty practice with very limited staffing. We see patients by appointment only and we are not in the office every day. Refill requests need to be made one week in advance to ensure that the medication is ready for you to pick up. We are happy to receive communication either via phone call or email message. All messages will be returned within one business day during clinic hours (Tuesday - Thursday), unless otherwise expressly stated in advance.

X		Date:	
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CANCELLATION/NO SHOW POLICY

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Clients who cancel an appointment with less than 24 hours notice or no show will need to reschedule and prepay for the rescheduled appointment time. This prepayment will apply to the rescheduled appointment time and forfeited if the rescheduled time is canceled with less than 24 hours notice or no show.

X		Date:	
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SEVERE WEATHER POLICY

Unfortunately, Oklahoma weather doesn't always cooperate with us. For these occasions, we have a Severe Weather Policy in place to keep your pets (and our staff) safe. When severe weather is expected, winter weather or tornadic weather, we will monitor the forecast and the conditions, and let you know ASAP about cancellations or changes in service. As it relates to winter weather in general, if local school districts close, then we will be closed as well.

X		Date:	
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USE OF IMAGES

Dr. Webb is active in advancing the collective knowledge in the field of veterinary dermatology through continued academic research, publications and providing continuing education to primary care veterinarians. Digital images of your pet or microscopic images taken from your pet may be used anonymously in publications or presentations, however all identifying features will be omitted. No samples will be taken expressly for this purpose unless we obtain explicit consent from you (i.e. we may use photos and samples taken simply for the diagnosis and treatment of your pet but nothing extra will be done or taken for this purpose.)

X		Date:	
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GOLDEN RULE POLICY

Last but not least, we have learned a lot from our Golden Retriever, Savannah- treat everyone with kindness. We promise to treat you with kindness and respect, but we do expect the same from you in return. Redbud Animal Dermatology and Allergy Specialists will not tolerate abusive behavior including but not limited to yelling, profanities and discourteous remarks either in person or online. We reserve the right to terminate our relationship at any time if the golden rule policy is violated.

X		Date:	
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Please email this form to records@redbudvet.com or fax to 888-232-2864.