



Franimal's Solutions Terms & Conditions of Service

Business Hours & Availability

- Office Hours: Monday–Thursday: 9:00 AM–4:00 PM & Friday: 9:00 AM–12:00 PM
- Scan Days: Typically Tuesdays, Wednesdays, and Thursdays (exceptions possible with advance notice)
- Contact:
www.FranimalsSolutions.com
615-900-0178 (call or text)
FranimalsSolutions@gmail.com

(A) Service Requirements & Environment

(A)(2) Connectivity for Remote Support

A strong WiFi signal or proximity to an Ethernet port is required for services involving remote support/assistance, including:

- Remote-assisted echocardiograms
- Ultrasound-guided fine needle aspirates (FNA)

If adequate connectivity is not available at the time of service, the appointment may need to be rescheduled and applicable fees may apply.

(B) Delays, Wait Time, and Fees

(B)(3) Wait Time Fee Structure

If the patient is not ready at the scheduled start time (or if delays occur due to clinic workflow, staffing, preparation, or environment), a wait-time fee may apply as follows:

- 16–30 minutes: \$75
- 31–45 minutes: \$90
- Each additional 15-minute increment: \$15

(C) Patient Handling, Staffing & Sedation Expectations

(C)(1) Required Assistance / Helper

A clinic staff member is expected to be available to assist with gentle positioning, restraint, and patient comfort.

If a helper is not available (which happens and is understandable), the patient must be fully sedated to proceed.

Franimal's Solutions uses Fear Free / Low Stress handling techniques and does not tolerate forceful handling beyond what is necessary for a safe, humane procedure.

(D) Scheduling, Rescheduling, and Waivers

(D)(2) Appointment Requests & Availability

Appointment requests are not guaranteed until confirmed. If an appointment has not yet been scheduled or the desired date is no longer available, Franimal's Solutions will offer the next available date(s).

(D)(2) — Ultrasound-Guided FNA Waivers (If Scheduled)

If an ultrasound-guided FNA has been scheduled, the following are required before the procedure:

- A FNA-specific waiver signed by the pet family
- A FNA-specific waiver signed by the ordering clinic, acknowledging the clinic is the direct supervising veterinarian and is responsible for patient care and recovery, including complications that may arise (although uncommon).

(E) Records, History, and Case Submission

(E)(2) Sending Records

Records may be uploaded through the appointment request process. You may also email attachments to: medical.records@puppilot.co

Please include: - Patient Name in brackets in the subject line - Referring doctor & clinic in the subject line

Email Subject Line Example:

[Fluffy Smith] Appointment Request by Dr Sarah Jones at ABC Clinic

ACCEPTED HISTORY INFORMATION INCLUDES:

- Last physical exam
- Blood pressure measurement(s)
- Diagnostic ECG report
- Other specialist(s) report(s)
- Previous ultrasound report(s)
- Current medications
- Pertinent lab results and/or radiology review report (radiographs not accepted)

(F) Scope of Services & Interpretation

(F)(1c) Ultrasound-Guided Fine Needle Aspirates (FNA)

For ultrasound-guided fine needle aspirates (FNA), an internist (Dr. Larson of Music City Pet Internal Medicine Solutions) will remotely assist ultrasound-guided sample collection. Samples are prepared during the appointment and left with the ordering clinic/veterinarian for submission to the clinic's preferred reference laboratory.

Upon request and for an additional charge, Dr. Larson may provide a consult on the final cytology report.

Franimal's Solutions provides image capture and technical assistance; **interpretation and medical decision-making remain the responsibility of the ordering veterinarian and/or the interpreting specialist.**

(X) Fear Free Standards, PVPs & Sedation

(X)(1) Pre-Visit Pharmaceuticals (PVPs) and Sedation Expectations

To support Fear Free care and obtain the highest diagnostic yield, Franimal's Solutions highly encourages that all scans scheduled receive:

- Pre-visit pharmaceuticals (PVPs): oral medications given the night before and the morning of the scan to minimize fear, anxiety, and stress
- Sedation: mild, moderate, or full (depending on the patient's fear/anxiety/stress level and medical status)

Resources:

- Veterinary professionals: www.FearFreePets.com
- Pet families: www.FearFreeHappyHomes.com

(X)(2) Delays & Cancellation/Reschedule Fees

Delays may be subject to wait-time fees per **Section (B)(3)**.

A non-refundable cancellation/reschedule fee is applied per case, per day as follows:

- 1 Business Day Notice: \$100
- Same Day Notice: \$150

Ultrasound-Guided FNA — Additional Terms

The following applies specifically to ultrasound-guided FNA procedures:

- **Add-on only:** Ultrasound-guided FNA is performed only as an add-on to an abdominal ultrasound and must be discussed with the pet family in advance.
- **Remote support required:** The procedure is performed with remote internist support.
- **Sedation/anesthesia required:** All FNA cases must be fully sedated or anesthetized for the procedure.
- **Lab submission:** The ordering clinic submits samples to its preferred reference laboratory. Reference lab fees are not included.
- **Responsible veterinarian:** The ordering clinic is considered the responsible veterinarian for patient care and recovery, including complications that may arise (although uncommon).
- **Waivers:** Both clinic and pet family must sign the FNA-specific waivers prior to the procedure.

Right to Decline / Procedure Limitations

Franimal's Solutions reserves the right to decline ultrasound-guided FNAs in cases where, in the opinion of Franimal's personnel and the remote specialist, the conditions are adverse to a successful outcome or not in the best interest of the patient.

TruCut biopsies and any sampling requiring needles larger than 18 gauge are not supported by this service.

Suggested Additions (Optional)

If you want to tighten expectations even further, consider adding: - A brief "Patient Readiness" definition (e.g., shaved, catheter placed if needed, sedation plan ready/initiated, fasting confirmed) - A line stating that Franimal's Solutions does not provide emergency/STAT services and unstable patients should be referred to ER/specialty - A short payment terms section (e.g., due upon receipt; past-due accounts may be paused)

Fran's Notes on this one....

Re-visit the FNA deets using the script from DOC