

Terms & Conditions of Service

What We Require from the Referring Veterinary Clinic:

(A) Work Environment & Equipment:

- (1) A 3-prong outlet must be available.
- (2) A strong WiFi signal or proximity to an Ethernet outlet is necessary for echocardiogram procedures.
- (3) A quiet, dark space with a table is required to ensure optimal imaging conditions.

(B) Patient Preparation & Communication:

- (1) The clinic is responsible for client communications, including discussing pre-visit preparations, such as the administration of pre-visit pharmaceuticals (e.g., gabapentin, trazodone) or other necessary medications.
- (2) The clinic is also responsible for procedural sedation or anesthesia, including monitoring and recovery of the patient during and after the procedure.
- (3) The patient must be ready for imaging upon my arrival. Delays exceeding 15 minutes may result in additional charges as follows:
16-30 minutes: \$90
31-45 minutes: \$105
Additional 15-minute increments: \$15 each.

(C) Animal Restraint:

- (1) A clinic staff member may be needed to provide gentle animal restraint. Franimal's adheres to Fear Free® practices and pledges to never scruff cats. Kindly ensure that your team aligns with these handling methods during the imaging process.

(D) Communication & Scheduling:

- (1) The clinic is responsible for reading all email communications, including attachments from Franimal's Solutions.
- (2) Once an appointment is scheduled, a reminder email will be sent several days prior. If an appointment has not yet been scheduled, an email with availability options will be provided.
- (3) Echocardiograms require scheduling with a minimum 2-week advance notice. This is necessary to coordinate the clinic's request with my schedule as well as the Oncura sonographer's availability, which can sometimes be limited.
- (4) Until confirmed, requested, or offered appointment times will be held for a maximum of 24 hours. Once confirmed, the appointment will be reserved on Franimal's calendar.

(D) Consent Forms:

- (1) The clinic must have the pet family sign Franimal's ultrasound consent form, which will be collected at the time of the scan. This form includes consent for procedural sedation as determined by Franimal's and the primary veterinarian.

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(E) Medical Records:

(1) Relevant medical history must be submitted prior to the scan. If not provided in advance, this information may not be included in the report.

(2) Medical records are managed on behalf of Franimal's Solutions by PupPilot, a trusted third-party service. Records can be attached to this online submission form or emailed directly to medical.records@puppilot.co.

What You Receive from Franimal's Solutions:

(F) Comprehensive Imaging Services:

(1a) A comprehensive imaging study will be performed.

(1b) For echocardiograms, an Oncura sonographer will remotely assist, review the imaging, and perform measurements for the highest diagnostic accuracy.

(G) Report Turnaround Times:

(1a) Abdominal Ultrasound: 1–2 business days.

(1b) Echocardiograms: 2–3 business days.

(2) Expedited reports or special requests must be discussed with Fran in advance.

(H) Report Delivery & Invoicing:

(1) Reports will be sent via the Telehealth service subcontracted by Franimal's.

(2) The clinic will receive an invoice directly from Franimal's, which includes a simple payment link.

(I) Point of Contact:

(1) All questions or concerns should be directed to Franimal's Solutions and not its subcontractors.

(X) Additional Terms:

(1) Respecting Boundaries: Franimal's Solutions strives to provide the best care while maintaining Fear Free® principles and ensuring the well-being of both patients and staff. To minimize stress on patients and maintain high standards of care, all procedures requiring sedation or anesthesia must be completed before the scan. Franimal's reserves the right to decline or reschedule services if these conditions are not met.

(2) Appointment Cancellations/Delays: Delays longer than 15 minutes or cancellations/reschedules without appropriate notice may result in additional charges or the need to reschedule, depending on the circumstances.

****By submitting this form, you confirm that you have read and understand the terms and conditions of this appointment.****