

New Client Survey

We would like to thank you for choosing Dynamic Equine Veterinary Services for your horse's Veterinary Care.

At Dynamic Equine Vet Services, our commitment is to treat both you and your horse with compassion, empathy, and respect. If at any time you are not satisfied with the services you receive, we encourage and welcome your feedback.

There are a few things we would like you to know in advance of your appointment.

1. All services are required to be paid for at the time of the appointment. Payment options include cash, eftpos and on the spot electronic funds transfer (preferred). Estimates can be provided prior to your appointment if needed, please just let us know if you would like one to be emailed to you.
2. We understand that life happens and there may be times when you need to cancel or reschedule your appointment. If this happens, please let us know as soon as possible to allow us the best chance to refill your booking time. Repeated cancellations, and those within 24 hours of appointment time may incur a cancellation fee. Please see our website for further details on our cancellation policy.
3. If you cannot be present for your appointment, please ensure the person who is present in your place has your permission to give consent for procedures or treatments deemed necessary by the veterinarian, or that you are contactable during your appointment time by phone.
4. There must be room on your property for the work vehicle and porta-safe-stocks to safely turn around, as well as flat ground to safely lower and operate the crush. If these criteria do not describe your property, please make arrangements for your appointment to be held at a suitable location.
5. Your horse must be halter trained at the minimum. If not, you will need to have suitable facilities to confine the horse safely enough to receive a sedation injection (ie a cattle crush or race). The porta-safe-stocks are not designed to hold unsedated, unhandled horses.

Please feel free to call us if you have any queries on 0460 651 842 or email us at dynamicequinevets@gmail.com

We look forward to seeing you soon.

Dr Mikhalla

Dynamic Equine Vet Services

1. Tell us about you:

First name

Last name

2. What is your phone number?

3. What is your email?

4. Where do you live?

Street address

**Street address line
2**

City

State

Zip code

5. Is your horse located where you live?

- Yes
 No
 If no, where is your horse located?

6. Please tell us about your horse (if multiple animals add them all please in the same text box eg. Name: Fred, Ginger, Spot Breed: TB, ASH, Clydesdale etc)

Name(s)

Breed(s)

Age/DOB(s)

Sex(es)

Colour(es)

7. How long have you owned this horse for?

8. Has this horse had any major medical issues in the past that your aware of?

- Yes
 No
 If yes please provide details...

9. Do you have any current concerns about your horses health?

- Yes
 No
 If yes please give details...

10. What service(s) are you wanting to book?

11. If you are booked for dental procedure, has your horse had this before?

- Yes
- No
- If yes, does your horse have any dental abnormalities that you are aware of?

12. Has your horse had any adverse effects from sedation before?

- Yes
- No
- If yes please give details...

13. If you are booked for vaccinations has your horse had this before?

- Yes
- No

14. Has your horse had any side effects from vaccination previously?

- Yes
- No
- If yes please describe.

15. Do you have adequate room for turning a vehicle and trailer at your property?

- Yes
- No

16. Is your horse halter trained?

- Yes
- No

17. If no to the above question, do you have a cattle crush or race to safely confine the horse for sedation?

- Yes
- No

18. What is the date of the appointment you are wanting to book?

If you have a preferred time of day please send us a message ASAP so we can try to accommodate.

Date

19. Have you read and do you agree to our payment and cancellation policies (located on our website www.dynamicequinevets.com.au)?

Yes

Thank you and we look forward to meeting you and your horse(s)!

Please put today's date below and "sign" your initials before submitting the completed survey.