

Perfect Paws by Heather the RVT

E-consult Contract/Policy

Policies and fees are subject to change at any time.

Cancellation and Appointment Confirmation Policy:

To cancel or reschedule Consult appointments, a minimum of **48 hours' notice** is required. Failure to provide this notice will result in a **cancellation fee equal to \$40.** The booking of your next appointment will be possible only after this fee is paid.

A week before your scheduled appointment, you will receive a confirmation text. Please confirm your appointment at that time. You will receive a reminder 24 hours before the appointment as well.

Please do not wait until the last reminder to cancel, as a cancellation fee will apply at that time. Frequent cancellations or reschedules may result in denial of future appointment requests.

If you need to change your appointment time or cancel, you must contact me directly via text or phone call. **Not confirming your appointment does not automatically cancel it.**

Payment:

Payment for consults are due at the time of service and can be made using Venmo, Zelle, and Credit Cards (with a \$5.00 processing fee for credit card transactions). Your tips are greatly appreciated but not expected.

Approval to Contact Your Veterinary Clinic:

Perfect Paws by Heather the RVT works directly with your vet. If at any time you decide that you would like to have me call your vet and discuss your case, you allow Perfect Paws by Heather the RVT to do so.

Discontinuing of Services:

Perfect Paws by Heather the RVT retains the right to discontinue services at any time for any reason. Inappropriate behavior, such as raising your voice, name-calling, or physical contact, will not be tolerated and may result in the involvement of local authorities and the permanent discontinuation of all services. Perfect Paws by Heather the RVT reserves the right to refuse service upon arrival or end service prior to completion if I am not comfortable performing a service on a pet for any reason. Regardless of whether services can be performed or not, the full fee is still required.

Scheduling/Appointment Time:

In my profession, it can be challenging to estimate the amount of time an animal may require for services. I make it a point never to rush any pet or client. Therefore, I greatly appreciate your flexibility with last-minute scheduling changes. If I ever suggest an earlier appointment time that is inconvenient for you, please feel free to inform me without guilt. Your originally scheduled appointment time will always be honored. It is important to note that I may occasionally run late, so please plan your day accordingly. I recommend scheduling with a 0.5-1 hour buffer before and after your appointment to ensure your availability. If I am ever more than an hour late for your appointment and you need to leave, the cancellation fee will be waived.

Consults/Telehealth

Consultations are intended to provide education and facilitate discussions on various aspects of pet care. It's crucial to stress that telehealth consultations with a registered veterinary technician (RVT) should not be seen as a substitute for in-person visits to a veterinarian. If you have concerns about your pet's health or well-being, we always recommend reaching out to your veterinarian for a comprehensive evaluation and professional guidance. While consultations with an RVT can offer valuable information and support, they are best utilized as a complement to, rather than a replacement for, regular veterinary care.

It's also important to acknowledge that telehealth consultations may not always provide a complete understanding of a situation, and they may have limitations in fully assessing and addressing certain issues. In such cases, Perfect Paws by Heather the RVT cannot be held responsible for all situations due to the inherent constraints of no remote healthcare services. This acknowledgment reflects our commitment to transparency regarding the potential limitations of telehealth in pet care.

By Joining the Telehealth Consult you are agreeing to all of the above.

I'm looking forward to being your Personal Pet Consultant

Heather Kreider RVT

Perfect Paws by Heather the RVT