



New Client On-Boarding Form

12021 Ironbridge Road | Chester, VA 23831
(804) 748-2244 | fax: (804) 748-7260
cac@lyneanimalhospitals.com

We would like to welcome you and your fur-family to Chester Animal Clinic. We are so pleased that you have trusted our Veterinarians and staff to become your family's full service pet Doctors. We strive to be extraordinary and can't wait to meet your family.

To help you prepare for your first visit we have included a few tips as well as our policies and procedures. Taking time now to complete this documentation and signing/initialing where indicated will expedite your check-in process and hopefully prevent any misunderstandings.

Client's Full Name:

Last Name:

First/Middle Name:

Home Address:

Street (include Apt #, if applicable)

City, State , Zip Code

**Email Address:

**Your email address is strictly used for internal purposes and for communication directly with you. We send out revised policies, inclement weather updates, estimates for boarding/medical services as well as surveys on how to improve our services.

Best Phone #'s to contact you:

Cell #:

Emergency/Alternate #:

We ask that your primary phone # be a cell phone number as we will text reservation confirmations, policies, reminders, etc via text.

Additional Owners to be included on your account:

Please list any one who will be financially and medically responsible for your pet(s) in case of emergency.

Spouse/Partner:

Spouse's/Partner's Cell#:

Helpful Tips:

- Please email/fax your current medical and vaccination history to our clinic 24-48 hours prior to your first appointment. If you do not have a copy of this yourself please provide our Client Services Coordinators with your previous Veterinarians office number so we can do that for you. **Email: cac@lyneanimalhospitals.com | fax: 804-748-7260**
- If you have other pets that we are not seeing for this visit, but may be seeing in the future please include their medical and vaccination history as well.
- Please arrive for check in 10 minutes prior to your appointment. This is to insure any loose ends with history and paperwork are tied up prior to your appointment starting.
- Please complete New Client paperwork (attached to this email) and print it or email it back to our office at the email address above.
- Please make sure your furry friend is on a leash or in a carrier for their safety and the safety of other pets that may be in the facility.
- If you know your pet is due for a fecal sample we welcome you to provide a sample at the time of your visit.
- If you have any other family members that will be involved with medical/financial decisions, please include them as Secondary Owners on your account. This will eliminate any confusion down the road should a decision need to be made regarding your pet's care.
- We will call to confirm your appointments as well as send email and text reminders. Our number one priority is caring for our patients and we want to be able to see them when they need us. If you are unable to make your appointment please give us 24 hour notice so that we have the opportunity to fill that appointment with a pet that may require our attention.



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Please list all pets that should be active on your account. Only list pets that currently live in your household.

<u>Pet's Name</u>	<u>Species</u> <u>K9/Fel/Other</u>	<u>Breed</u>	<u>Sex</u> <u>(M/F/N/SP)</u>	<u>Color</u>	<u>Age</u>
1.					
2.					
3.					
4.					
5.					

M - Male F - Female N - Neutered SP - Spayed

Your pets' picture or video may be taken while they are with us and used for Chester Animal Clinic's advertisement (www.lyneanimalhospitals.com) or other social media purposes (FaceBook, SnapChat, Instagram, etc). Please indicate if you authorize for their pictures/videos to be posted or used.

I approve for Chester Animal Clinic to post and use all pictures/videos taken of my pet.

I do NOT authorize for Chester Animal Clinic to post or use any pictures/videos taken of my pet.

If you do not authorize for your pet's picture to be included in our marketing materials/venues we may still use a picture of your pet in our patient records for our internal identification only.

In order for us to have as complete a history on each of your pet(s) as possible we need you to complete a **Patient History Form** on each pet living in your household. The **Patient History Form** can be found on our website www.lyneanimalhospitals.com.



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Please initial next to each paragraph to acknowledge you have read and understand each policy.

PAYMENT: Payment *in full* is required at the end of your visit today. We accept Cash, Visa, Mastercard, Personal Checks, CareCredit and Scratchpay for payment. *Should you opt for CareCredit or Scratchpay as your form of payment, we ask that you apply prior to your visit to streamline your appointment. We do not accept American Express or Discover.* Please note that when clients provide us checks as a form of payment we will run their check through a funds verification system. When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use the information from your check to make an electronic funds transfer, *funds may be withdrawn from your account as soon as the same day you make your payment.* A returned check fee of \$35.00 will be electronically debited from your account in the event your electronic transfer is returned from your financial institution.

TRANSFER OF OWNERSHIP: If you have a change in family status or pet ownership we require the proper documentation to transfer your pet's records. In the State of Virginia your pet(s) medical records are property of Chester Animal Clinic and we are responsible to ensure only those owners who have lawful ownership of your pet may have access to their records and to make medical decisions for that pet. If you have relinquished your pet to another owner, you will need to complete a **Transfer of Ownership form** for Chester Animal Clinic to legally recognize the new owner. If you have a change in marital status and the spouse who has the pet is not listed on the account we cannot transfer their records or recognize that individual for making life decisions for that pet. We understand that may seem inconvenient however we are looking out for your pet's best interest and care. We are able to email or fax that document to you directly to make this process as seamless as possible.

APPOINTMENTS: To ensure your appointment is as timely as possible, we strongly recommend that the party making financial decisions AND who is most informed about the pet's condition be present for the Exam with the Veterinarian. **Should you choose to send another individual (they must be at least 18 years of age), to act on your behalf, there will be an additional \$60 Extended Appointment fee for any additional time taken in trying to contact or communicate with you during the scheduled time.** We offer appointments 6 days a week, including 8am - 5pm on Saturdays - please take advantage of our extended hours to make sure you are present for your pet's Exam.

VACCINE NOTIFICATION & DISCLOSURE: Vaccines are administered to your pet to produce antibodies (to build up their immunity) against certain diseases. These vaccines are an important part of your pet's well-being and protection. Most pets that die during their puppy/kitten stage die from not being properly vaccinated. It is **critical** during their first few months to get this done as quickly **and consistently** as possible. Puppies & kittens do require vaccines to be boosted every 3-4 weeks during their first few months. Our staff will be providing you with our recommended vaccines, tests and preventatives. Please be sure to read them – it provides vital recommendations for your puppies & kittens well-being and quality of life.

If your pet has passed the puppy/kitten stage they will still require their vaccines to be updated. Any time a new vaccine is introduced to your pet's immune system it will need to be boosted in a 3-4 week time frame. Please keep that in mind so your pet can be as protected as possible. On rare occasion, some animals may exhibit an abnormal reaction. If a reaction occurs it is usually within an hour of administration of the vaccine(s). Signs of an abnormal reaction may include pain, lethargy, vomiting, hives, fever, or facial swelling. **It is imperative for you to notify the veterinarian immediately if any of these signs occur so that proper medical treatment can be prescribed.** Just as you do not know what vaccines your pet may be allergic to we do not either. If your pet requires additional treatment due to a vaccine reaction you will be financially responsible for the treatment. If any of these symptoms occur during the times we are closed, please call one of the following Emergency Centers:

- Veterinary Emergency Center 804-353-9000**
- Veterinary Emergency Center - South 804-744-9800**
- Veterinary Referral & Critical Care Center 804-784-8722**
- Dogwood Veterinary Emergency & Specialty Center804-716-4700**
- Animal Medical Center 804-639-3900**



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SURGICAL/DENTAL POLICY: All procedures (surgical and dental) are performed in the morning to allow enough time for your pet to recover as much as possible before you take them home. We make every effort to ensure that we've reserved a proper amount of time, scheduled staff accordingly and in some cases ordered special equipment/tools for your pet's procedure. Because we are reserving time and staff for your pet's procedure we require a **20% deposit** at the time your pet's procedure is scheduled. The deposit will be applied to the balance due at discharge. **The deposit will be refundable if you give us at least 48-hour notice of the cancellation. For more complex surgeries (orthopedics and ear croppings) we require a 72-hour notice. Leaving a voicemail on the weekend for a Monday or Tuesday procedure will not suffice as an appropriate notice given. If you do not cancel within that time and/or do not show up for your pet's scheduled procedure the deposit will be forfeited.**

PHARMACY POLICY: According to Virginia Statutes (Veterinary Pharmacy Section 54.3303), for us to dispense prescriptions we must have an established doctor-client-patient relationship. In order for us to establish that relationship we MUST perform a physical exam **annually** on your pet to dispense, refill medication or write prescriptions. Due to certain health concerns we may also require diagnostic lab work in order to dispense prescriptions as well. This includes prescription diet foods. In addition, **once a prescribed medication leaves our building we are no longer able to take back the medication for a credit/refund.** Federal law stipulates that any medications that leave the pharmacy may not be returned for reuse due to potential safety concerns that include, tampering, incorrect storage and contamination. **CHESTER ANIMAL CLINIC will not accept medications for return under any circumstances.**

NOTE: When you purchase heartworm, flea & tick medications from our in-house pharmacy you will be getting the best value and product. Check our pricing before shopping as you'll find we are able to offer FREE dose(s) on quantity purchases. We are also pleased to offer our own on-line pharmacy where you will find some regularly prescribed medications. Our on-line pharmacy carries various brands of heartworm, flea & tick medication thyroid medication, prescription diet food, etc. Once your product is ordered and approved, it will be mailed directly to you—and also supported by the manufacturer. **If you order the wrong product you will also not be allowed to return the product or receive a credit for the prescription.**

ON-LINE PHARMACIES: Be advised if you choose to purchase from an on-line pharmacy other than ours you will have to pick up the prescription from our office and mail or fax the prescription directly to them; **we do not verbally approve, mail, fax or email prescriptions to on-line pharmacies.** In our experience we have found gross mistakes and errors in prescriptions coming from internet pharmacies and do not feel confident that you will receive the quality product we are prescribing. Zoetis, Elanco, and Merck will **NOT** support products purchased from other on-line pharmacies or retail shops (other than directly purchased from a licensed Veterinarian).

ELECTRONIC NOTIFICATIONS: As a continued effort to "go green" we will be using email, text message and push notifications to send your pet's reminders. These reminders will include medical service reminders, inclement weather updates, policy changes, appointment reminders, and any other pertinent notifications. By initialing this policy you understand that you will be receiving notifications by email, text and/or push notifications. If you decide to opt out of this system you understand that you will no longer receive notifications OF ANY KIND from Chester Animal Clinic.

We will be posting information on the Chester Animal Clinic FaceBook page regarding inclement weather notifications and hours changes due to inclement weather.

CHESTER AC APP: We are pleased to offer an app, the Chester AC app, to all of our clients with a smart phone. It is free and available through the App or Google Play Store. This app send notifications to remind you of your pet's appointments, medical service reminders, allows you to request prescription refills and prescription foods. This app also offer a loyalty program, you earn a paw print for every \$100 spent for medical services (with no expiration date). After 16 paw prints are collected you earn a \$50 credit on your account to be used at your next medical appointment. You can text us and email us directly through the app, send us your favorite pet selfies, have access to Veterinary Information Network on pet health, apply for Scratchpay (a payment plan option available at Chester Animal Clinic), direct link to Poison Control and a link to our on-line pharmacy, VetSource.

As we have made every effort to outline our policies and provide them to you in a reasonable time to read them, we expect that you will, by the time of check-in, have read them, understand them and able to follow what we need to provide your pet(s) with superior care.

Again, we thank you for the privilege of caring for your special pet. We welcome all suggestions in our quest to remain the best facility in the state of Virginia and beyond. We are here to serve you and your pet and will do our best to make this a wonderful experience for both of you.

Signature:

Date:



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OFFICE & DOCTOR'S HOURS

We do not have staff on-site 24 hours a day/7 days per week — only during our office hours listed below.

Our Office Hours are:

Monday—Friday 8:00am to 6:00pm
Saturday 8:00am to 5:00pm

Doctor's Hours are:

Monday—Friday 8:00am to NOON and 1:30pm—6:00pm
Saturday 8am to NOON and 1:30pm—5:00pm

Please be aware that the above hours are weather permitting. If for some reason our office opens late, closes early or is closed due to inclement weather, notifications will be sent via text message or posted on FaceBook. If you have declined to provide us a textable phone number or to install our app then we will be unable to convey important information regarding office hours and/or reminders for your pet's medical services.

I have read and am aware of the hours of Chester Animal Clinic.

Signature:

Date: