

Important Background Information

Please read so you are familiar with our policies

Welcome to Natural Pet Animal Hospital. We are a unique hospital offering integrative medical and surgical care to dogs, cats and exotic animals. Because of the specialized services we offer to our clients we are very busy. Our goal is to provide the best service to you and your pet while maintaining the needs of our established clients. It is also important to us to be available for other new patients seeking our services. To avoid misunderstandings, please read the following information so you are aware of our policies and procedures.

When you call with questions about your pet, receptionists and technicians are trained to answer questions and relay messages to and from the doctors. If you call with a question for the doctor, it will be relayed to her and a receptionist will return your call with a response. If you prefer to consult directly with the doctor, we recommend scheduling a quick appointment to go over your questions. Doctors are usually not available to personally answer your questions as they see patients back to back all day. The doctors may ask you to call in a few weeks with an update report. The receptionist will record the information and pass it along to the doctor. If you have bloodwork, test results or procedures done at another hospital please have the results forwarded to us to keep your medical record up to date so the results can be discussed at your next appointment.

Because our doctors believe in proactive care, we must be in touch with your pet's recent medical history and be kept abreast of changes in your pet's response to our protocols as well as overall health changes. Once a maintenance protocol is achieved, we require your pet be seen for an appointment every 6 months to review medications. If your pet is not on maintenance medications or a formulated protocol, Illinois law states an annual veterinary visit is required to maintain an active veterinary-patient relationship. If we've not seen your pet as an appointment in over one year from the date of the original examination we will inactivate your file and assume you have sought care elsewhere.

The frequency of rechecks and the potential to do some updates via phone consultation is based on the severity and duration of your pet's medical issues. In some cases, the doctors may feel comfortable with a phone consult after your first visit, however, in many cases they need to physically see the pet to determine if changes in the protocol are warranted. If we are monitoring changes in bloodwork, you may elect to have these tests completed locally and have the results faxed to Natural Pet. If you have sought care elsewhere for these testing procedures, please note that the test results will be added to your file and discussed at your next consultation, via phone or in person.

On occasion, once a protocol is established for a previously addressed medical issue, clients ask to have bloodwork or test results completed at another hospital reviewed by Natural Pet doctors and recommendations made without a follow up appointment. In these situations, there is a fee of \$30 for the doctor to review the case and interpret new test results. These cases are usually reserved for people that do not have extensive questions about test results, as her recommendations will be relayed through a client service representative. If you are an established client and have follow up testing completed at another hospital and would like to discuss Natural Pet doctors recommendations, we have phone consultation time slots available weekly. These consultations are billed through your credit card.

We are happy to be a primary care provider for those clients that understand our hospital's unique approach and adhere to our outlined policies. Because we do not offer emergency services and have limited business hours, many clients maintain an active relationship with their current primary care veterinarian and also consult with our vets. We encourage this. Please be aware that Natural Pet is not an emergency hospital and cannot provide adequate emergency services. We recommend you have an emergency clinic lined up for your pet prior to actually needing their services.

Although it is our goal to offer you the soonest appointment available, there may not always be an opening available. We recommend you have an established relationship with a local emergency/after hours/urgent care facility for these situations.

Because of the volume of patients our doctors see, they are not available for non-client consultations.

We require a 24-hour prescription refill notice. Under special circumstances, prescriptions can be filled with short notice for a nominal fee.

Although very rare, Natural Pet Animal Hospital can refuse to accept clients or patients and can refer these clients elsewhere. We also reserve the right to terminate the veterinary-client relationship at any time and refer these clients elsewhere. You may, of course, seek veterinary care elsewhere as well. We can fax your medical records (24 hour notice is required) free of charge or photocopy your records for a fee.

If you need to cancel your appointment, please notify us 24 hours in advance. Natural Pet Animal Hospital understands that missing appointments is sometimes unavoidable. However, empty time slots mean another waiting pet was denied that time with the doctor. There is a \$50.00 no show fee after the first missed appointment.

Due to the abuse of credit, Natural Pet Animal Hospital requires immediate payment for services rendered (If you have an estimate for services, a deposit for the estimated costs is expected).

Thank you for choosing Natural Pet Animal Hospital for your pet's proactive healthcare. We hope this is the beginning of a long friendship!

Consent for Treatment

Natural Pet Animal Hospital

Natural Pet Animal Hospital does **not** require that all pets be up-to-date on shots for office visits, as vaccinating animals can be detrimental to their health if they have certain illnesses or diseases. However, if your pet is not up-to-date and bites another animal or person (including our staff), it will be considered “unvaccinated” according to Kankakee County Animal Control regulations and the appropriate quarantine procedures will be implemented. By law, we cannot admit pets to the hospital or perform any surgical procedure without proof of rabies vaccine. Please respect the fact that we must respect the law.

Some clients elect to not vaccinate their pets or, alternatively, to use homeopathic oral vaccines (nosodes). Because each animal’s immune system responds differently to nosodes and traditional vaccines, they cannot be assumed to be 100% effective in every case and duration of immunity is unknown for both. Some clients elect to vaccinate their pets for a few years and then measure vaccine titer levels in their pet’s bloodstream. Adequate titer levels are correlated with protective immunity, although individual pets may respond differently. It is your choice as to what you vaccinate your pet for and how often you vaccinate. By law, your pet is required to be vaccinated for rabies. You may choose to not abide by this law.

Natural Pet Animal Hospital believes in kindness. I understand that if I cannot be kind I will be asked to find another veterinarian. I also understand that there are 2 doctors and many patients. For that reason, if I am late for my appointment I can reschedule or use the remaining time in my pre-scheduled/pre-paid timeslot. Because the designated timeslot was set aside for me, I understand that I am responsible for paying for that time, regardless if I arrive late or not at all (unless the appointment is cancelled 24 hours in advance). I understand that Natural Pet Animal Hospital reserves the right to terminate the patient-client-veterinary relationship at any time. The doctors must move on to their other patients after your timeslot complete. If additional issues or questions need to be addressed, we encourage you to schedule a follow up visit. The technician will go over any prescriptions and directions given by the doctor.

Because we believe in proactive care, doctors must be in touch with your pet’s recent medical history and be kept abreast of changes in your pet’s response to protocols as well as overall health changes. Once a maintenance protocol is achieved (usually through several consecutive visits) we require your pet be seen for an appointment every 6 months to review medications. Often times pets must be seen more frequently because their health issues are not stable or new issues arise. If your pet is not on maintenance medications or a formulated protocol, Illinois law states an annual veterinary visit is required to maintain an active veterinary-patient relationship. If we’ve not seen your pet as an appointment in over one year from the date of the original examination we will inactivate your file and assume you have sought care elsewhere.

There is a 24 hour prescription refill notice. Natural Pet can mail prescriptions if you live a distance away. I understand that Natural Pet Animal Hospital is not an emergency clinic and in fact, cannot adequately care for critically ill patients as the clinic closes at 5:00 pm. For this reason, we recommend having your primary care doctor or an emergency clinic available to care for your pet’s emergencies. Please maintain a relationship with a veterinarian or emergency clinic in your area that can see your pet after hours or for an urgent care matter (recognizing that holistic medicine is usually not a first choice for severe, acute injuries such as fractures, etc.).

Holistic medicine includes several modalities to encourage healing. Acupuncture, herbs, dietary supplements, nutrition, homeopathy and chiropractic are all complimentary therapies that may encourage healing in your pet. As with any treatment, each pet may respond differently and results may vary between patients. Integrative medicine combines traditional veterinary medicine with holistic modalities and Natural Pet Animal Hospital is unable to predict the outcome of any patient’s response to treatment.

By signing this disclaimer, I understand and accept the above statements. I have come to Natural Pet Animal Hospital seeking integrative medical care for my pet and will pay for medical care provided to my pet when services are rendered. I acknowledge I have read the information outlined in the “Important Background Information” sheet provided to me and agree to the policies outlined.

X _____

Date _____

Please have your veterinarian fax medical records (please do not bring copies of bills) to our office *before* your appointment.

Puppy and Kitten Consultation Form

Your name _____ Pet's name _____ Date _____
Who referred you? _____ Pet's current age _____ Age when acquired _____
Where did you get your pet? _____
Any current concerns or problems? _____
Have you noticed any change in appetite, stools, energy level? Explain _____
What food did your pet come to you eating? _____
What food are they eating now? _____
How do you meet your pet's living food (raw, unprocessed) requirement? _____
What treats do you feed your pet? _____ How many per day? _____
What types of hew toys offered? _____
How much exercise (not including play) does he/she receive a day? _____
Is your pet exhibiting any concerning symptoms? _____
Has your pet been diagnosed with any health problems? _____
What medical treatment has your pet received so far? _____

What vaccines has your pet had and when (please list exact vaccines and dates):

Has your pet had a vaccine reaction? _____ If yes, what symptoms appeared? _____

Has your pet been dewormed or given heartworm prevention or flea/tick treatments? Please list product used and dates:

Puppy owners: when does your puppy begin puppy class? _____

Kitten owners: has your kitten been FeLV/FIV (viral) tested? _____ When? _____

Do you plan on allowing your pet outside? _____

Do you have other pets at home? _____ How do they get along? _____

Has there been any recent changes in your pet's life/schedule? _____

What are your goals of this visit?

What specific questions would you like answered at this visit?