

# Park Veterinary Centre Policies

Our policies with respect to clients and pets are in place to assist us in offering the best possible care to you and your companion animal(s). We appreciate your understanding and support.

**Appointments:** We operate on a scheduled appointment basis, and recommend appointments be made ahead of time whenever possible. We encourage pets with emergencies to be brought in immediately; emergency cases will be seen as soon as possible and will take precedence over appointments. Non-emergency walk-in appointments are accepted and will be seen as soon as possible by the next available veterinarian, but scheduled appointments and emergencies will be given precedence. If you find yourself waiting longer than expected please understand that we may be assisting clients and pets that require emergency care; at any time our staff can give you an estimate of anticipated waiting time. Our veterinarians and animal health technologists evaluate cases on a triage basis, enabling us to help those with the most acute need first.

**Safety Concerns:** For the safety of both people and pets, we require that all animals be leashed or in a carrier while in the public reception area of our centre. Should you arrive without, we do have leashes and crates for you to borrow during your visit with us – these are located just inside the front door. Be aware that due to the wide variety of companion animals we help, there is a possibility that your pet may be seen as predator or prey by someone else's pet. We have a large waiting area so dogs and cats (which make up the majority of our patients) can be separated from each other to minimize anxiety and excitement. Some people also have phobias to certain animals, especially reptiles and rodents, so please ensure your more exotic pets are housed in secure and appropriate enclosures.

**Telephone Advice:** It is impossible for us to give helpful, specific and accurate advice over the phone with regard to pets that we have not seen or whose condition we are not familiar with. All patients must have a recent veterinary examination performed in order for us to be able to diagnose and treat illness.

**Payment:** Payment is due at time of services rendered. We accept Mastercard, American Express, Visa, Interac and cash. Hospitalized patients require a deposit at time of admission. All costs will be discussed and approved ahead of time whenever possible. Optimum veterinary care can be expensive, and we do not wish to compromise quality of service, nor level of compassion (i.e. pain control), nor quality of life. We desire to work in the best interest of your pet, and will endeavor to look at all available options in each specific situation, within your parameters. If there are any concerns with regard to anticipated cost of services please advise us ahead of time.