

New Client Agreement

At Long Point Animal Hospital, we believe preventative medicine is one of the most important investments you can make in your pet's health. Annual wellness examinations help us establish a baseline for your pet's health and identify any developing health issues. This annual wellness exam typically includes a comprehensive physical exam, DHPPC vaccine, Rabies vaccine, and annual diagnostic screening, including bloodwork (CBC/Chemistry), heartworm/tick testing, and fecal parasite screening. Regular wellness care allows us to better monitor your pet's health and provide the highest standard of veterinary care throughout every stage of life.

At Long Point Animal Hospital, we require that all canine patients remain current on their Rabies and DHPPC vaccinations & that all feline patients remain current on their Rabies and FVRCP vaccinations in order to maintain an active Veterinary-Client-Patient Relationship (VCPR). Maintaining an active VCPR allows our veterinarians to provide ongoing medical care, treatment recommendations, and prescription services for your pet. Additional vaccines, including Lepto, Lyme, Canine Influenza, and Bordetella, may be recommended based on your pet's lifestyle and risk of exposure. Our team will be happy to discuss these recommendations with you during your appointment.

Client Conduct Policy:

At Long Point Animal Hospital, we are committed to providing compassionate, high-quality care for our patients and respectful service to our clients. We believe the best outcomes are achieved through open, honest, and respectful communication between our veterinary team and pet owners. We ask that all communications, whether in person, by phone, or electronically, remain professional and respectful. Harassment, threats, discriminatory language, or abusive behavior toward staff, clients, or patients will not be tolerated. Our team is dedicated to treating clients and patients with kindness, and we ask for the same consideration in return. We value collaboration and encourage questions, discussion, and active participation in your pet's healthcare decisions.

Clinic Policies & Information

- Two doctor practice
- No nights/weekend hours, No ER or on-call, No grooming or boarding
- We do not approve online pharmacy orders on the phone, by fax, or email. We can write you an Rx for you to submit to a pharmacy of your liking.
- We carry Nexgard Plus, Heartgard Plus/Nexgard, Sentinel, and Trifexis for dogs, and Bravecto for cats, Revolution Plus for cats, and Nexgard Combo for cats. Any others can be written.
- We do not do stand alone vaccine appointments. Your pet will be required to have an annual wellness exam to stay in good standing with our clinic.
- Our clinic follows an annual vaccination protocol and does not offer three-year vaccines

Appointment & Cancellation Policy

- Please provide at least 24 hours notice if you need to cancel or reschedule an appointment
- One or more no-shows without calling are subject to pre-pay of \$62 exam fee on future visits

When coming in for annual/wellness or Puppy/Kitten appointments:

- Please remember to bring a stool sample
- Check medications/preventatives and let us know at check-in what you will need
- Be sure pet is on a secure non-retractable leash or in a secure carrier

Our Office Hours:

Monday 8:30AM - 6:00PM, Tuesday 8:30AM - 6:00PM, Wednesday 8:30AM - 12:00PM, Thursday 8:30AM - 6:00PM, Friday 8:30AM - 6:00PM, Saturday CLOSED, Sunday CLOSED

Signature: _____ Date: _____