

HERITAGE VETERINARY CLINIC

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Quality Veterinary Practice

Saturday, August 11, 2012

Fletcher

Clinic Fact Sheet

In the interests of clear communications. Whenever you bring a new pet to Heritage Community Veterinary Clinics we print out a current Clinic Fact Sheet which clearly states current practice policy and gives you all the information a client needs at Heritage. If you do not understand anything please ring and ask at your earliest convenience.

This fact sheet is current as of Saturday, August 11, 2012

- We believe in serving the community in which we live
- We are a living, contributing and receiving part of the community
- All standards proudly meet the Australian Veterinary Association Code of Ethics
- All care must be paid for at the time of consultation or admission of the patient
- We do not accept cheques
- We accept payment by cash, credit card (Bankcard, Mastercard, Visa American Express) and EFTPOS
- If you have a consultation please read all the consultation record notes you are given carefully. If you have any queries about your pets after consultation care please ring us immediately and organise a revisit.
- If you have a pet admitted into hospital you must ensure you give us a genuine emergency contact phone number which you will answer all day. Please pay careful attention to this because often clients are not contactable at the phone number they give us when their pets are admitted into hospital. Decisions often need to be made at short notice when a patient is under anaesthetic in the middle of a procedure and quick, successful phone contact is often needed to care for the pet properly.
- All clients must be made aware that there are risks involved with any procedure, sedative or anaesthetic. This includes a range of risks including rarely death itself. Please make sure you discuss these risks if you don't understand them in any way.
- If you take a pet home after hospital care please follow all the Discharge Notes. If you are not sure about anything at all please phone immediately and organise a revisit.
- Because we are so busy all consultations and all services are by appointment only.
- If you have an emergency after hours please phone our usual phone number and we will give you the phone number of our after hours emergency number