



## CLIENT RIGHTS AND RESPONSIBILITIES

At Krugersdorp Animal Hospital, we are committed to caring for our patients through knowledge, compassion, integrity and trust. We aim to provide value based veterinary care, driven by obtaining the best clinical outcomes for our patients and the best patient and owner experience at the lowest possible cost.

### RIGHTS

#### YOU CAN EXPECT:

- ✓ To be treated with professionalism, compassion, honesty, and respect—free from discrimination, in a welcoming environment
- ✓ That our priorities are your pet, your needs, and public safety
- ✓ Knowledgeable veterinary care for your pet – we will follow a scientific diagnostic process to carefully determine what the underlying problem is and how to best manage it
- ✓ To receive information, you can understand and to be helped you make choices for your pet
- ✓ Privacy and confidentiality, unless you consent otherwise or it's required by law
- ✓ That your positive or constructive feedback is welcome
- ✓ To receive contact information for specialist veterinarians, and referral of your pet's care if we can't treat your pet any further

### RESPONSIBILITIES

#### WHAT WE ASK IN RETURN IS:

- ✓ **That our team and other clients are treated with professionalism, compassion, honesty, and respect—free from discrimination.**

We will not tolerate verbal abuse, malicious or harmful statements about others (either within the practice, or external veterinary professionals), profanity or disrespect, any form of harassment, discriminatory comments or actions, or intimidation tactics. In the event that your behavior is problematic, we reserve the right to discontinue services immediately. Non-compliance will result in corrective measures being taken, which may include being asked to leave the property.
- ✓ **For you to be upfront and honest with our team, including**
  - That you share information:
    - Answer our team's questions and give us any information you think is important about your pet's health or our team's safety (especially a history of biting, scratching, etc.)
  - Sharing questions, challenges, or concerns about anything we've discussed, left unaddressed, or with any treatments or costs thereof
- ✓ **Your respect of our schedule and that medical care can be unpredictable**
  - We prefer that you make an appointment for a visit, but in the event that a sudden/unforeseen event arises, we happily accommodate walk-ins. You will be seen to, based on urgency and as soon as is possible.

Emergencies always take preference. We do offer options of waiting for the next available slot if your schedule allows for that, or leaving your pet with us and they will be attended to at the next available opportunity and you will be contacted as soon as the vet has examined your pet to discuss next steps or an appointment can be scheduled later in the day for you to return to see the vet.

For the most part our schedule runs smoothly but there are unfortunately times, where due to unplanned visits, we do run behind. We will do our best to keep you informed.

- Cancel any appointments timeously before your appointment so other pets can get care
- Only allow people whom you trust to give information, make medical decisions, and provide payment for your pet to accompany your pet to appointments. Due to time constraints, we generally cannot repeat conversations with multiple people
- Our veterinarians and assistants are highly trained individuals and they are committed to the wellbeing of each and every pet in their care. While every effort is made by them to use their wisdom and expertise to try and heal your pet, it is impossible and unethical to guarantee a full recovery, even if treatment is optimal. With this in mind we respectfully ask that you are mindful of this in your expectations

✓ **Provide payment at the time of service**

✓ **That you provide your feedback**

- We know this can be hard, but please bring any concerns to our practice leadership right away so that we can improve our clients' and patients' experiences
- Reviews and referrals are greatly appreciated!
- Let us know how you would prefer us to engage with you to provide updates on your pet or inform you of our promotions and provide your preventative health care reminders