

## General Information Sheet

We are here to serve you.

For your pet's safety, always bring him on a fixed length (non-retractable) leash or in a pet carrier (ideally a top loading carrier that allows easy exit for your pet in the examination room).

We care about you and your pet's safety. Please allow our staff to assist the doctor in holding your pet during any visits.

For your convenience, we accept cash, approved checks, Visa, MasterCard, Discover Card and American Express. We require payment in full at the time of service. We do not have in-house payment plans or accept Care Credit.

As a courtesy to you, we generally prepare an estimate for most visits prior to the care being performed. Please feel free to ask about the cost of anything prior to care if you have any concerns.

We care about your privacy. A signed release of medical records is needed prior to releasing your pet's detailed medical records and/or vaccine history. For your convenience we can allow release of medical records in some cases by the use of simple security measures to verify the requestor's identity.

For quality control and training purposes, the hospital may use audio and video recording throughout the facility.

For your pet's comfort and safety, we refer ongoing hospitalized patients to local emergency hospitals for overnight care. We do not keep sick pets in the hospital overnight. Emergency hospital care is an additional expense to the owner. Transport to and from the emergency hospital is also the owner's responsibility.

Dr. King is a "Fear Free Certified Veterinarian". We all work to make your pet's visit calm and comfortable but cannot guarantee that the visit will be fear free, pain free or stress free.

Federal law prohibits return of any prescription medication once it has left our building. If you have any concerns that you do not want a medication, please feel free to decline the medication before leaving the building.

For your convenience, we sell most prescriptions that your pet may need. We are also happy to provide a written prescription. The hospital does not fax, email or call in prescriptions to outside pharmacies. We prepare printed copies of prescriptions that you may submit to any outside pharmacy.

We want you and your pet to have an excellent experience at Lakewood Animal Hospital. If you have questions and/or comments that would better help us improve service, please inform a staff member and/or contact Dr. King immediately. Dr. King's personal email is: [kingcoug@cda.twcbc.com](mailto:kingcoug@cda.twcbc.com).

I have received, have read and find all elements of the General Information Sheet to be acceptable.

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Printed Name

Signature

Date