

Jarrettsville Veterinary Centers Client Rights And Responsibilities

Jarrettsville Veterinary Center is committed to providing compassionate, patient-based care at transparent and affordable prices. We accomplish this with a team approach that is based on honesty and integrity. We hope that you will allow us to provide our medical expertise and in return we ask that you support our mission by recognizing the following;

Responsibilities of Jarrettsville Veterinary Center;

1. You can expect to be treated with respect, professionalism, compassion and honesty. All who care about their pet's care, health, physical, medical and emotional well-being as a companion-based need, are welcome here. We do not discriminate on any client who loves their pets as family and is kind to our staff. Period.
2. Our priorities are; 1. Your pet. 2. Public safety. 3. Understanding your needs.
3. Provide knowledgeable veterinary care from state and federally licensed professionals and veterinary care provider assistants.
4. To provide as much information as possible with multiple treatment options that include costs, (to the best of our ability), so that you can make the choices for your pet's care. This is provided before an estimate, or deposit is required.
5. The ability to request a written prescription or your pet's medical records at anytime.
6. The ability to be referred for a second opinion, or specialized care at any time.
7. Privacy and confidentiality, unless you ask otherwise, or, it's required by law.
8. To get notice from us, contact information for other veterinarians, and transfer of your pet's care if we cannot treat your pet anymore.
9. We offer payment plans, pet savings accounts and Good Samaritan Fund options, by request. Cost of care will not be a reason we deny providing care.
10. We ask for your permission on sharing your pet's photos, cases, story, and cost of care to help others understand veterinary care options. We pay it forward by sharing the cases, options, treatment plans, and stories to others globally. We are a village built upon sharing.
11. Please be aware that Maryland is a reportable state. For more information on MD State Veterinary Reporting Requirements see MD Code Regs 15.14.15.03. We are required to report any suspected cruelty, neglect, or abuse. We notify the Harford Co Animal Control Division.

Responsibilities of Client;

1. We request that you be upfront and honest in providing truthful information about ownership, history and all questions asked by staff and veterinarian of pet listed above. This includes information both medical concerns AND about possibility of previous patient aggression, bite history, and interactions with others that might provide assistance with regard to patient/staff safety. Any indication of cautious behavior will be addressed as the staff/veterinarian deem safest. This includes vaccine history as it relates to infectious disease and zoonotic potential. All patients MUST be vaccinated, current, with the rabies provided by a licensed veterinarian. No services will be provided without this unless deemed appropriate by a JVC veterinarian.
2. Provide (or grant us permission to request) your pets complete medical record from all known providers.

3. Please provide verbal notification of any applicable cost concerns, and ask for a written estimate before services, or goods are provided. We are happy to assist with any financial concerns at any time. For any financial concerns please ask for the business manager. We ask that you provide any concerns about cost before receiving any diagnostics, services, care or goods.
4. We request that you treat our staff with professionalism, compassion, honesty, and respect. We do not tolerate any yelling, foul language, foul gestures, intimidation, bullying, discrimination, or threats of any kind. We do not tolerate any abuse; physical, verbal, otherwise, nor, neglect at any time. Immediate firing will result. Records will be given to you immediately for transfer of care.
5. We ask that you share questions, challenges, or concerns about anything we have discussed, left unaddressed, or with any treatments before you leave the facility, or make decisions that might affect outcomes. We are here to help.
6. We ask that you bring any questions or concerns about your pet's care to our management staff right away so that we can improve our clients' and patients' experiences.
7. Please be respectful of our schedule. Appointments must be cancelled at least 24 hours in advance. A cancellation fee may apply otherwise. Please understand we may have to reschedule your appointment if you are more than 10 minutes late for it. Please understand a doctor may be unforeseeably detained taking care of another patient. We will do our best to notify you as quickly as able.
8. Please do not send anyone other than the primary listed owner to your pets appointment without prior notification. Payment, history, acceptable treatment options and plan cannot be discussed without your participation and we often do not have time to discuss these multiple times with multiple parties.
9. Please expect to provide payment at time of service. Payment plans are only permitted in advance after discussing with the business manager.

Please let us know how we can help you and your pet. We are here to help.

Please always be kind.

*Note; this is a living, working document. We reserve the right to update and amend as applicable.