

## CLIENT RIGHTS AND RESPONSIBILITIES

Thank you for trusting us with your pet's health. There is nothing more important to us than our patients, and we want to let you know we appreciate you. Westway Animal Clinic is committed to being the happiest and the best clinic to practice general veterinary and integrative medicine so that our patients receive exceptional care, based on all the aspects of AAHA's standards for the care of animals. We are a voice and advocate for every pet because your pets are a part of our Westway family.

### RIGHTS

#### YOU CAN EXPECT:

To be treated with professionalism, compassion, transparency and respect—free from discrimination  
Our priorities are your pet's health and public safety  
Modern practices and integrative therapies to provide exceptional care for your pet.  
We will provide reliably sourced information to ensure your decisions are educated.  
We are committed to being respectful of your time and we make the best effort to advise when our appointments are running behind.  
Privacy and confidentiality, unless you ask otherwise, or it's required by law  
Your positive or constructive feedback is welcome  
Personally recommended referral of your pet's care if we can't provide the care your pet requires

### RESPONSIBILITIES

#### WHAT WE ASK IN RETURN IS:

That our team and other clients are treated with professionalism, compassion, honesty, and respect—free from discrimination  
For you to be upfront and honest with our team, including

- That you share information:
  - Provide (or grant us permission to request) your pet's complete medical records
  - 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

Your respect of our schedule and that medical care can be unpredictable

- Cancel any appointments within 24 hours before your appointment so we can provide care to pets in need
- Only allow people whom you trust to get information, make medical decisions, and provide payment for your pet or to accompany your pet to appointments. Due to time constraints, we generally cannot repeat conversations with multiple people

#### **That you provide your feedback**

- We know this can be hard, but please bring any concerns to our team, practice leadership, or practice manager right away so that we can improve our clients' and patients' experiences
- Reviews and referrals are greatly appreciated!

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