

# Welcome to Santa Rosa Veterinary Clinic

Like us on Facebook: Santa Rosa Veterinary Clinic  
Clinic email: SantaRosaVeterinaryClinic@gmail.com

**This letter will acquaint you with our office policies and procedures. We strive for a mutually respectful and thriving partnership with your family, with a common ultimate goal: your pet's health and well being.**

We are a privately owned small business offering comprehensive primary care to cats, dogs and exotics from birth throughout their senior years. Our doctor, Michael Padgett DVM and staff work as a team, with a unified philosophy of medical, dental, and surgical practice. We consult with one another on a regular basis and want you to feel comfortable with each of us. Your pet will always receive outstanding care.

## 1. OFFICE HOURS

Monday-Friday, 8 a.m. to 5:30 p.m. We are open from 7:30am-8am for patients being dropped off for scheduled procedures.

## 2. APPOINTMENTS

Patients are seen by appointment. If you arrive without an appointment, we will do our best to schedule your pet for the next available time slot. To avoid having to return later, please call our office to make an appointment prior to coming in.

Please inform the person who is scheduling your appointment what you would like to discuss at that visit so that adequate time is allowed.

We recommend yearly preventative well exams and lab work for our patients. Patients of all ages with chronic health concerns and/ or requiring daily medication regular refills (allergies, diabetes, thyroid disorders, etc.) may be required to follow up as instructed by your doctor, usually every 3-6 months.

**In the event of an emergency after hours, please contact the Veterinary Emergency Referral Center at 850-477-3914.**

Emergency clinics are for serious illnesses or injuries. During normal business hours please call our office before going to the emergency clinic. Many times we can help you avoid time-consuming and costly emergency clinic visits.

## 3. REMINDER CALLS

As a courtesy, we strive to give reminder phone calls 1-2 days in advance of your scheduled appointment. Occasionally time may not allow for us to make reminder calls. It is your responsibility to come at your scheduled appointment time, or to call and cancel if you cannot make it. Please keep us informed of any changes to your contact information.

## 4. MISSED/ CANCELLED APPOINTMENTS

**We kindly request that you provide at least 24 hours cancellation notice**, so we can offer the time slot initially reserved for your pet to another family who needs it. We do not overbook our schedule to accommodate no-shows. Overbooking means long wait times and unhappy families. Please don't miss your appointment!

Patients who miss two or more appointments will then be required to pay a scheduling fee to make all future appointments. This scheduling fee will go towards the visit. If you cancel the appointment less than 24hrs of the appointment, or do not show for the appointment, you will forfeit your scheduling fee.

**Our practice firmly believes that a successful doctor-pet family relationship is based upon understanding, good communication, and mutual respect.**

## 5. LATE ARRIVALS

If you're running late for an appointment due to unforeseen circumstances, we ask that you please call our office to let us know that you're on your way, so that the doctors can continue to see patients in a timely manner. Please be aware, notifying us of a late arrival does not guarantee you will be seen close to your scheduled appointment time, and may result in a longer wait. **Arrival 30 minutes or more after your appointment time will result in an automatic cancellation, and the No-Show policy will apply.**

## 6. NEW CLIENTS

Due to the high number of no shows we now require new clients to prepay for their pets exam prior to scheduling. This will only apply for your first visit and will be deducted from your total bill.

## 7. SCHEDULING SURGERY

We require a \$100 deposit to place a patient of the surgery schedule. This will be deducted from your total amount due at checkout.

## 8. PRESCRIPTION REFILLS

Please allow 24-48 hours for any medication refills through our hospital. Due to multiple issues (counterfeit medications and pharmacy errors with medications purchased through online pet or human pharmacies) we will no longer approve, and communicate with the pharmacies for these requests via phone, fax, or email for the safety of our patients. We will provide you with a written prescription for needed medications at your request. You will be responsible for submitting this to the pharmacy of your choice. If you, or your pharmacy, should lose this written prescription, we will not provide you with another WRITTEN prescription. We may fill a product, at our discretion, from our hospital pharmacy as needed.

## 9. UPDATE ADDRESS/ PHONE/ PET'S INFORMATION

Please remember to update your family's information with a current address and one or more contact phone numbers and email address each time you are in our office so that we can reach you with scheduling issues and test results (labs, radiology, etc.)

## 10. MEDICAL RECORDS

We will email records at your request at no charge.

## 11. FACEBOOK/ SOCIAL MEDIA

Our social media pages are meant to be informative, keep a light tone, and to entertain. We try to provide reliable online resources about conditions of dogs and cats, development and behavior, immunizations, nutrition and pet ownership in general. We strive to stay up to date with the most current evidence-based medical research, and to communicate timely specific facts about our practice, such as information about illnesses most seen and community outbreaks. We do appreciate all your "likes" and thrive on them, since it is often the only feedback we receive. Our social media is not monitored daily. We do not answer specific medical questions, nor offer treatment recommendations on our social media pages. We kindly invite you to call our office for such matters, or to speak with your pet's doctor. Everyone is welcome to leave comments and to make suggestions about content. All comments are public and can be viewed by all users of the site. Though differences of opinion may eventually arise, we ask that you avoid confrontation with us or other families on social media. We reserve the right to sever our relationship in the instance of negative actions on our social media pages, at that time we will forward any records of your pets to a clinic of your choice.

**REMEMBER! Do not use Santa Rosa Veterinary Clinic's social media pages to send us messages about medical concerns, administrative, or billing matters. If you need us, please CALL US.**

## 12. WAITING TIME

We make every effort to keep your wait time to less than 15 minutes. However, on busy days or if we encounter unexpected emergencies, it may be longer.

### **13. WAITING ROOM**

Please keep all dogs on a short leash while in the waiting room. For infection control and safety purposes, we do not recommend that you allow your dog to be in direct contact with other waiting patients or their families. If your dog is coughing, or your puppy has vomiting and diarrhea, please inform the front desk and you may be asked to wait in an alternative area.

Please keep all cats in a secure carrier for their safety.

If your pet has an accident, please inform the front desk and we will take care of it.

If you need assistance getting your pet into or out of our hospital, please let us know. We are happy to help.

### **14. IMMUNIZATIONS**

Every year, vaccines save millions of lives. Vaccinating your pets may be the single most important health-promoting and life-saving intervention that you can perform as a pet owner. Unless medically contraindicated, we advocate vaccinating all pets according to the schedule published by the American Animal Hospital Association. Please note that due to safety and efficacy issues, vaccinations not administered by a veterinarian may not be recognized as valid by boarding or grooming facilities, or other veterinary hospitals. By law in Florida, pets **MUST** be up to date on their Rabies vaccination. This vaccine may only be given by a licensed veterinarian.

### **15. COMMUNICATION**

We will only communicate with pet owners listed on the patient's established medical record.

### **14. MUTUAL RESPECT**

Our office is our work home and you are our welcome guest. We expect all of our guests to treat our staff and work home with full respect, as any guest in any home. We will not tolerate abuse in any way, physical or verbal. In return we expect our guests to be treated not only with respect, but with kindness in all interactions.

**If you are unhappy with any aspect of the service or care provided by Santa Rosa Veterinary Clinic we want to know about it. You may express your concern to your pet's doctor or the office manager. Unless we are aware of a problem, we are unable to correct it.**

### **15. PATIENT/ VETERINARIAN PARTNERSHIP IN THE PET'S HEALTH**

You are an integral partner in your pet's health care, and we encourage you to take an active role, and to discuss any concerns with your pet's doctor. If you find you cannot comply with a treatment plan, please discuss that with your pet's doctor.

### **16. TERMINATION**

We have the right to terminate a relationship with any client/ family who is verbally abusive with any of our doctors or staff, who repeatedly fails to follow our medical advice, who leaves untrue bad reviews on social media, or who does not pay for services.

### **17. AGGRESSIVE ANIMALS**

We will do our best to safely and professionally handle pets that are aggressive. You may be asked to place a muzzle on aggressive dogs or give sedative medications prior to your visit for the safety of you, the patients, and our staff. If you do not comply with these safety measures, you may be asked to seek care for your pet elsewhere.

**Thank you for trusting us with your pets care!**