



## Renton Veterinary Hospital – Client Policy Agreement

*Where we treat your pets like family!*

At Renton Veterinary Hospital, we are committed to transparent communication and the highest standard of care—for both pets and the people who love them. To ensure smooth and respectful interactions, please review the following policies. Your acknowledgment confirms that you understand and agree to abide by them while receiving care at our clinic.

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### No Show, Late Arrival & Cancellation Policy

We schedule appointments to ensure that each patient receives the time and attention they deserve. To help keep our schedule efficient and accessible to all clients, we kindly ask that you honor your scheduled appointment time.

#### **Appointment Reminders**

We send confirmation texts and email reminders at the time of scheduling and again 24 hours before your appointment. These reminders are a courtesy, not a guarantee, and clients are still responsible for remembering their appointment time.

#### **Definitions**

- No Show: Missing a scheduled appointment without notice
- Same-Day Cancellation: Canceling with less than 24 business hours' notice
- Late Arrival: Arriving more than 10 minutes after your scheduled appointment time

#### **Policy Details**

- Appointments must be canceled or rescheduled at least 24 business hours in advance.
- Late arrivals may be asked to reschedule if the schedule does not allow accommodation.
- After three (3) documented no-shows or same-day cancellations, clients may be subject to dismissal from the clinic. This is determined by the Practice Manager.

#### **Appointment Deposits**

As of 02/24/25, a deposit is required to secure certain appointments. Deposits are non-refundable after the cancellation window has passed.

Appointment Type	Deposit Amount	Refundable Until
New Client Exam	Full Exam Fee	24 Business hours prior
Drop-Off Appointment	Full Drop-Off Exam Fee	24 Business hours prior
Surgery/Sedation	50% of Estimate	48 Business hours prior

If a deposit for an exam (in-room or drop-off) is unpaid by 8:00 AM the day of the appointment, the time slot *may* be forfeited and given to another client. Clients arriving without a paid deposit and whose slot has been filled will need to be rescheduled.



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### Prescription Policy

At Renton Veterinary Hospital, our priority is ensuring your pet receives safe, accurate, and timely medications. To support this, we offer three prescription options for our clients:

#### Your Prescription Options:

##### **In-House Pharmacy**

- Convenient same-day pickup for many commonly prescribed medications (when available and requested in advance).
- Medications must be requested at least 48 business hours before your desired pickup date.

##### **Written Prescription**

- Upon request, we are happy to provide a physical written prescription for you to take to any pharmacy of your choice.
- Written prescriptions are available for pickup 48 business hours after the request is submitted.

##### **Online Pharmacy (with Home Delivery)**

- Our integrated online pharmacy offers quick approval, automatic refills, and direct-to-home shipping.
- Because it is synced with your pet's medical records, this is the most efficient option for consistent care and timely processing.
- We strongly encourage clients to enroll in auto-ship and refill reminders to avoid delays and ensure their pet never misses a dose.

#### **Processing Time**

Please allow a minimum of **48 business hours** for all prescription-related requests, including written prescriptions, in-clinic refills, and online pharmacy orders.

#### **Third-Party Pharmacies**

We do not authorize prescriptions through third-party pharmacy portals (e.g., Chewy, 1-800-PetMeds), fax requests, or call them in. These platforms often cause delays due to inconsistent communication.

If you wish to use an outside pharmacy, simply request a written prescription from us and you will submit it to the pharmacy directly.



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### Veterinary-Client-Patient Relationship (VCPR) Policy

A current Veterinary-Client-Patient Relationship (VCPR) is required for us to legally and ethically provide services.

To maintain a valid VCPR:

- Your pet must have an annual physical exam with one of our veterinarians
- Vaccinations must be up to date as recommended by your veterinarian
- Bloodwork must be current for medications that require diagnostic monitoring

This is required for us to:

- Prescribe or refill medications
- Administer vaccines
- Perform nail trims or other wellness services
- Sell prescription or over-the-counter retail products

### Rabies Vaccination Policy

A current rabies vaccination is **required** for all pets treated at our clinic.

- Rabies vaccination is required by Washington State law for dogs and cats over 16 weeks of age.
- The initial vaccine is valid for one year; a three-year vaccine is available upon re-vaccination, based on medical review.
- Pets without a valid rabies vaccine or a written veterinary exemption cannot be treated at our facility—this is non-negotiable.

### Aggression & Bites

If a pet is aggressive and cannot be safely vaccinated for rabies, we may be unable to treat the pet.

Any bite incident is documented. If a staff member is bitten and the pet does not have a valid rabies vaccine, we are legally required to report the incident to King County Animal Control.



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### Fear Free Handling Policy

We follow Fear Free® handling principles, which prioritize your pet's emotional and physical well-being.

- We do not force or restrain pets beyond their stress tolerance to complete treatments.
- If your pet shows significant fear, anxiety, or aggression, we may:
  - Recommend pre-visit anti-anxiety medication
  - Reschedule the appointment to allow for a better experience

If a pet cannot be safely handled and the owner is unwilling to try alternative methods or medications, we may decline to treat the pet further out of concern for the pet's safety, our staff, and other patients.

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### Acknowledgment

By signing below, I confirm that I:

- Am 18 years of age or older
- Have read, understood, and agree to abide by all policies outlined in this Client Policy Agreement, including those related to appointments, prescriptions, vaccination requirements, VCPR, and Fear Free handling
- Understand that these policies are subject to change, and that Renton Veterinary Hospital will notify clients of any significant updates
- Acknowledge that a signed agreement is required for my pet(s) to receive care at Renton Veterinary Hospital

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Client Name (Print)

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Date

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Client Signature

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Name of Pet(s)