

For Practice Use ONLY Chart # \_\_\_\_\_

**NEW CLIENT FORM**

Thank you for giving us the opportunity to care for your pet(s). So that we may become better acquainted, please complete the following:



**CLIENT INFORMATION**

Name \_\_\_\_\_ Spouse/Co-Owner's Name \_\_\_\_\_  
Address \_\_\_\_\_ Unit # \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
**Your Date of Birth** \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_ **Latest time we can call** \_\_\_\_\_ : \_\_\_\_\_ pm  
Place of Employment \_\_\_\_\_ Work phone (\_\_\_\_) \_\_\_\_\_  
Spouse/Co-Owner's Phone (\_\_\_\_) \_\_\_\_\_ **E-Mail Address** \_\_\_\_\_ @ \_\_\_\_\_

**How did you become aware of our clinic?** Personal Recommendation (Whom may we thank?) \_\_\_\_\_  
Drove by \_\_, Yellow Pages (YP.com) \_\_, Website \_\_, Yelp \_\_, Google \_\_, I am a Previous Client \_\_, Friend \_\_,  
CHC \_\_, Chino Connects \_\_, Facebook Ad \_\_, Our Facebook Page \_\_, West Coast Magazine \_\_, Chino Champion Newspaper \_\_,  
Local Event (which one?) \_\_\_\_\_, Other \_\_\_\_\_

**PET INFORMATION**

**PREVIOUS VET** \_\_\_\_\_

	PET # 1	PET # 2	PET # 3
NAME			
BREED			
DATE OF BIRTH/ AGE			
COLOR			
SEX: M/F SPAYED OR NEUTERED?			
Allergies to Vaccines or Medications?			

Does your pet(s) have Medical Coverage? Yes or No, Company: \_\_\_\_\_

Informed Consent:

I understand that the veterinary staff at Loving Hands Animal Hospital has the capacity to utilize multiple holistic, complementary/alternative modalities as an adjunct to my pets' veterinary care. I understand that these modalities, from traditional western veterinary care, are often not accepted or recognized by the AVMA and many American veterinary colleges as standard of care for animals. These include but are not limited to acupuncture, Chinese herbal medicine, western herbal medicine, fecal transplation, Traditional Chinese Veterinary medicine, food therapy, laser therapy, essential oils and nutraceuticals. I acknowledge that Loving Hands Animal Hospital doctors and staff will explain the risks and benefits associated with these modalities.

I acknowledge that I can approve or decline any of the modalities offered for my pet.

**A 100% DEPOSIT OF PAYMENT IS REQUIRED FOR ALL SURGERIES AND HOSPITALIZATION PRIOR TO SERVICES BEING RENDERED.**

**ALL FEES ARE EXPECTED TO BE PAID IN FULL UPON COMPLETION OF THE VISIT/HOSPITAL STAY.**

We accept all credit cards and Care Credit. **SORRY NO CHECKS ARE ACCEPTED.** **Video & Audio Surveillance in use at ALL times.** In the event any balance due hereunder is not paid as agreed or refund is requested by credit card company, the undersigned jointly and severally agrees to pay all costs including said unpaid balance, attorney fees, billing fees, collection fees, and finance charges.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_



### Walk in and Cancellation Policy/Social Media Consent

**In order to provide the best care for your pet, if you arrive more than 10 minutes late for your scheduled appointment, your appointment will be marked as canceled and the cancellation fee will apply.**

#### **Cancellation/No Show Policy**

The Loving Hands Animal Hospital has an increasing demand for scheduled consultations with our staff and veterinarians. Often it can take three to seven days to schedule an appointment with our veterinarians and up to four weeks to schedule a surgery. We value your time and ask that you respect ours by giving us advance notice if you need to cancel or reschedule your appointment. This gives us the opportunity to help as many animals as possible.

If you need to cancel or reschedule with less than 48-hours' notice or do not arrive to your scheduled doctor appointment, **there will be a cancellation fee** that is half the price of the regular exam or recheck price.

*I acknowledge and agree to the terms of the cancellation policy and the fees I will be charged if I cancel or miss my appointment:*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

#### **Walk-in Policy**

We at Loving Hands Animal Hospital do our best to provide services to all our existing clients and all new clients to our facility. We do our best to see all our clients in a timely manner. However, unforeseen emergent cases may cause a delay in a patient being seen at their scheduled appointment time. In addition, clients who bring their pets as a walk-in for non-emergent conditions may be asked to return for a scheduled appointment time or may have an extended wait time to be seen in the exam room.

As a rule, we provide services to pets in the following order:

- Emergencies – Critical, life-threatening**
- Scheduled Appointments – with Doctors or Technicians**
- Walk-ins – non-critical, non-life threatening**

Please be aware that as a walk-in, you may have an extended wait time to be placed in an exam room with a Veterinarian. All cases that appear to be urgent will be triaged/assessed by a technician or veterinary assistant to determine if the pet needs to be taken directly back to the treatment room or if the pet can wait for an available room/ appointment time slot.

In addition, to provide the best care for your pet, we may have to refer your pet to an emergency facility for treatment or continued care.

I have been informed by the staff at Loving Hands Animal Hospital of the order that pets are seen and that by signing this notice, if I did not have a scheduled appointment, there is no implied nor written guarantee that my pet will be seen or treated on this date.

Printed name \_\_\_\_\_ Date \_\_\_\_\_

#### **Social Media Consent Form**

We at Loving Hands Animal Hospital capture photos of our patients for medical and non-medical purposes. We share these photos on a variety of social media platforms in order to educate and/or entertain the community. However we value the privacy of our clients and our patients, and will require written consent before sharing any of these photos.

I, \_\_\_\_\_, hereby grant Loving Hands Animal Hospital permission to use any photographs taken of my pet on any social media platforms.

I, \_\_\_\_\_, hereby **DO NOT** grant Loving Hands Animal Hospital permission to use any photographs taken of my pet on any social media platforms.