

East Lake Animal Clinic Client Rights and Responsibilities

As a Client at East Lake Animal Clinic, you have the following rights:

- Receive treatment according to the highest and most current professional standards.
- Be informed of all costs and expenses beforehand.
- Be given respect for your privacy and confidentiality of care and personal information.
- Receive protection from any physical, verbal or psychological abuse.
- Request another medical opinion if desired.
- Accept or reject treatment, or if not directly responsible for the care, bear the burdens of rejection of treatment as personal responsibility.
- Be provided with comprehensive explanations about treatment, alternative treatments and the side effects of the treatment and participate in care and treatment decisions.
- Give specific feedback about care and service without fear of repercussions.
- Receive care that supports you and your pet, and is respectful of your personal values and beliefs.

As a client at East Lake Animal Clinic, you have the following responsibilities to:

- Provide accurate and timely medical history for your pets to the best of your ability.
- Respect the priority of emergency situations and scheduled appointments.
- Follow the recommendations of our veterinarians to the best of your ability and bear the consequences of declining treatments or diagnostics.
- Act respectfully to our employees and respect the rights of other clients and patients.
- Refrain from physical, verbal or mental abuse to staff or other clients.
- Maintain appointments and inform our clinic in a timely manner if you cannot make an appointment to allow for the accommodation of other patients.
- Cooperate with our veterinarians and staff during your visit.
- Pay treatment fees and financial dues without delay.