

NEW CLIENT POLICIES & PROCEDURES

Here at Paris Veterinary Clinic, we always welcome new clients and patients to our full service veterinary practice right here in the heart of Paris, KY. Below are our policies and procedures.



DEPOSITS ON CHARGES OVER \$500

We may require a DEPOSIT of at least half of the amount owed on any treatment and boarding that exceeds the amount of \$500 or more.

RETURN POLICY

We do NOT refund any retail products, medications, prescriptions, or over the counter flea/tick preventions that leave the hospital for any reason. Please if you have a question about your bill, ask the receptionist or the technician before checking out and leaving the building.

VACCINATION POLICY FOR BOARDING ANIMALS

Vaccines are required to board your dogs and cats at PVC. For canines the vaccines we require are as follows: Rabies, DHLPP, Bordetella, Canine Influenza, and adequate flea and tick control/prevention. If your pet has fleas visible during their stay, per policy, we will administer a Capstar to ensure our facility stays parasite free.

POLICY FOR COPYING RECORDS

I Due to a recent change in the KY legislative session KRS 321.185 we are unable to copy records for an animal under our care unless it is requested by the owner and that owner has written request and or appropriate court order. The owner may show proper identification and sign consent and pick up records. We can not fax records to owner or other facilities unless consent has been given by the owner. The signed consent will be maintained by Paris Vet Clinic as part of our official records.

NEW CLIENT SURGERY POLICY

If you are a new client wanting surgical services we offer a one time free exam & estimate before scheduling your procedure. Vaccines are required so please bring proof or verification as the addition of vaccines can increase your surgical estimate. If your pet is 8 years or older, it is a requirement to complete an EKG and Prep-Panel the day of surgery to ensure your pets health and safety under anesthesia.

HEARTWORM POLICY

In order to fill Heartworm medication in clinic or on our online pharmacy we must have an active Heartworm test. If you are refilling heartworm medication and have missed a months dose, we must repeat the heartworm test before refilling your prevention medication.

CANCELLATION POLICY

In order to be respectful of the medical needs of other pets, please be courteous and call our office promptly if you are unable to show up for any appointment. No-Show/No-Call's will occur a fee of \$10 for appointments and \$25 for surgeries and will be required to be paid before any further treatment.