



Maricamp Animal Hospital (MAH) Client Relationship Agreement

At Maricamp Animal Hospital (MAH), we are dedicated to fostering a partnership built on trust, compassion, and open communication. Our Mission Statement is "To empower a lifetime of memories, bringing pet health solutions that impact our community." Guided by our core values—Impact, Discipline, Accountability, Alignment, Results, and Inspiration—we treat our clients and their beloved companions as cherished members of our family. Our skilled team is committed to providing the highest standard of care, ensuring that your pets live happy, healthy, and fulfilling lives. From routine wellness checks to emergency care, we are here to support you every step of the way. This agreement outlines our mutual commitments and responsibilities, serving as a foundation for a collaborative relationship focused on your pet's well-being.

Commitment to Wellness

At Maricamp Animal Hospital, we believe that proactive and preventative care is the foundation of a long, healthy life for your pet. We are dedicated to keeping your pet healthy through every stage of their life and empowering you with the knowledge and resources needed to make informed decisions about their well-being.

- **Comprehensive Wellness Exams:** Regular wellness exams are essential for maintaining your pet's health. Adult pets require annual exams, while senior pets require semi-annual exams. These visits include a detailed assessment of your pet's heart, lungs, lymph nodes, dental health, and overall condition. By identifying and addressing potential health concerns early, we ensure that your pet enjoys the best quality of life possible.
- **Preventative Care Focus:** Our preventative care plans include routine vaccinations, parasite control, and nutritional counseling to safeguard your pet against preventable illnesses. This approach helps to reduce the risk of disease and promotes overall well-being.
- **Educational Commitment:** We believe that informed pet owners make the best advocates for their pets. That's why we take the time to educate you on your pet's health, treatment options, and wellness strategies. We're here to answer questions, provide guidance, and support your role as a partner in your pet's care.
- **Lifelong Partnership:** We are committed to building a lifelong partnership with you and your pet. From their playful puppy or kitten years to their senior stages, we aim to support and enhance their quality of life through personalized care and unwavering compassion.

By focusing on wellness and preventative care, Maricamp Animal Hospital strives to help your pet live a longer, healthier, and happier life.

Boarding and Vaccination Policies

- **Boarding Requirements:** All pets boarding with MAH must be up to date on annual vaccines, including DHLPP, Bordetella, Influenza, FVRCP, and Rabies. Additionally, pets must have a negative parasite screening within the last six months. These requirements are in place to protect the health and safety of all boarders.
- **Rabies Vaccine Requirement:** Florida law (Chapter 828.30) requires all dogs and cats to be vaccinated against rabies by a licensed veterinarian. Proof of current rabies vaccination must be provided for boarding or medical care. If proof cannot be supplied, a rabies vaccine will be administered at the client's expense. This law protects public health and can be found on the Online Sunshine website.

Communication Policies

- **Open Communication:** Honest and transparent communication is vital for effective care. We encourage you to share concerns or questions with our team at any time.
- **Reminder System:** MAH will notify you of upcoming wellness exams, vaccinations, and other important appointments via reminder cards, text messages, emails, push notifications, and phone calls.
- **Continuous and Post-Appointment Follow-Up:** MAH will follow up on sick patients, wellness reminders, medical recommendations, prescription approvals, and after each visit. We aim to confirm your understanding of treatment plans, prescribed medications, and your pet's progress to ensure your pet's care plan is maintained.
- **Modifications to Communication Preferences:** If you wish to adjust your participation in the reminder system, please inform us. If you decline communication, you will be responsible for maintaining your pet's wellness schedule.
- **Advocating for Your Pet:** MAH understands that life can make it challenging to respond promptly. However, advocating for your pet's health is our priority. We will continue contacting you until a care plan is established. Open and honest communication during this process ensures you are comfortable and confident with the agreed-upon plan.
- **Future Appointments:** To support your pet's ongoing health needs, MAH may schedule future appointments based on the veterinarian's recommendations and your agreement. This proactive approach helps ensure medical recommendations are followed and wellness care remains on track.

Emergency and Behavioral Policies

- **Appointments and Walk-Ins:** Appointments are scheduled in advance, but walk-ins are welcome. Emergency appointments take precedence to provide timely care.
- **Emergency Care:** During operating hours, MAH prioritizes emergency cases. For after-hours emergencies, we entrust your pet's care to UF Pet Emergency Treatment Services in Ocala (352-512-0886).
- **Behavioral Concerns:** Pets exhibiting aggressive or unpredictable behavior may require special handling, including sedation.
- **Stress-Free Environment:** Our goal is to reduce stress and provide a safe environment your pet enjoys visiting.
- **Client Holding Pets:** Handling pets during procedures may lead to injuries such as scratches or bites. If you choose to hold your pet during an examination or treatment, you assume all associated risks. To ensure safety, pets held by clients are required to wear a muzzle at all times. MAH strongly encourages allowing trained staff to handle your pet during procedures for everyone's safety.

Financial Responsibility

- **Written Estimates:** MAH provides written estimates for all services, which must be signed at the time of the visit. You have full control over which services to approve or decline.
- **Payment Policies:** Payment is due at the time of service. MAH offers multiple payment options and financing discussions for extensive treatments.
- **Cancellations and Missed Appointments:** A \$20 cancellation fee will apply for missed appointments without 24-hour notice. We kindly request full transparency regarding missed appointments. While we are here to support your needs, we also ask that you respect our time and the time of other clients who may require our care.

Prescription Options for Clients

Acknowledgement of ability to receive a written prescription. Understanding your rights as a client to receive a written prescription for medications that can be filled at the pharmacy of your choice or by your veterinarian, as provided in s.474.224, Florida Statutes. We do charge a fee for written scripts if it is a medication or prescription food we carry in the hospital.

Feedback and Social Media Policies

- **Feedback:** We value your feedback and encourage you to share your experiences with us—whether positive, constructive, or neutral. Your input helps us identify opportunities for growth, refine our services, and create tailored solutions to better meet the needs of our clients and their pets. Constructive feedback also informs our training programs, allowing us to enhance the quality of care and service we provide to the entire community.
- **Promotions and Specials:** MAH offers occasional promotions, pop-up notifications, and social media specials to help clients afford wellness or surgical care recommendations. Details about these promotions will be shared via email, our website, or social media platforms.
- **Social Media and Marketing:** By signing this agreement, you consent to MAH taking photos or videos of your pet and/or yourself for use in marketing, educational materials, training purposes, and other lawful purposes. These materials may be used individually or in conjunction with other content for advertising, public relations, and education. All photographs, videos, and content created by MAH are the exclusive property of the hospital and may be used in various media formats without limitation. Participation is entirely voluntary, and no financial compensation will be provided for the use of photographs or recordings. If you wish to opt out, you must notify us in writing.

Acknowledgment and Agreement

I acknowledge that all my questions regarding this agreement have been answered to my satisfaction. By signing below, I agree to the terms outlined above and commit to maintaining open communication and collaboration with Maricamp Animal Hospital for the health and well-being of my pet.

Signature: _____

Date: _____

Printed Name: _____

Thank you for entrusting us with your pet's care. We are privileged to welcome you to the MAH family and look forward to helping your four-legged companions live long, healthy, and happy lives!