**CHARM CITY VETERINARY HOSPITAL – CLIENT AGREEMENT & POLICIES**

**Financial Policy Acknowledgement**
We thank you for entrusting us with the care of your pet. In order to provide the best possible animal care, we require that all professional fees be due at the time of service. We accept cash and credit cards including Visa, MasterCard, American Express, and Discover. We also accept CareCredit & Scratchpay.

WE REQUIRE IMMEDIATE PAYMENT FOR SERVICES RENDERED OR MEDICATION PRESCRIPTIONS FULFILLED ON SITE.

I hereby authorize the doctor and technicians to administer services and treatment as explained to me by the doctor. I assume all financial responsibility for all charges incurred for the care and treatment of my pet(s). I understand that services are to be paid for when rendered.

At my request, I will receive a written estimate for services beyond routine care, which I may decline for any reason.

**Schedule Policy Acknowledgement**
At Charm City Veterinary Hospital, your scheduled appointment time is reserved exclusively for you and your pet. We do not overbook appointments because we believe optimal veterinary care requires adequate time to examine your pet, discuss findings, and review treatment options with you.

To respect all our clients and patients, we ask that you arrive on time for your appointment. If you are more than **5 minutes late**, the veterinarian reserves the right to reschedule your appointment based on the day's caseload and the needs of other pets. Please be considerate of the time reserved for you, as well as other clients and their pets who may be ill or waiting for care. As someone may be euthanizing a beloved pet after your appointment, it is imperative that your appointment is completed on time. Our staff is unable to provide the attention your pet & other pets deserves if your visit starts later than planned.

If you are unable to make your appointment or wish to reschedule, we ask that you contact us as soon as possible, ideally with **at least 24-hour notice.** Advanced notice allows us to offer care to other patients, including those with urgent needs. We understand emergencies happen that prevent a full 24-hour notice; however, we wish to note that acceptance of cancellation as "proper" will be at the sole discretion of our manager &/or medical director in cases with less than 24-hour notice.

Failure to comply with this cancellation / reschedule policy, aka "No Call / No Show", will result in the following:
· You will receive an email notification of your missed appointment.
· Moving forward, an **$80 deposit** will be required to schedule all future appointments. This deposit applies to your visit but will be forfeited if you cancel with less than 24 hours' notice or do not attend your appointment.
· If you are a new patient, you will forfeit your original $95 deposit and will be required to pay it again to reschedule.

**New Clients:** Because we allot extra time for your first visit, a **$95 deposit (pre-payment for the initial exam)** is required at the time of booking. This deposit is subject to the cancellation / reschedule policy detailed above. After your first visit, the exam returns to **$80** for future appointments. You will not be required to pay another deposit to book, unless you meet the stipulations outline above due to improper cancellation / rescheduling.

***NOTE*** >> If you think you are going to be 5+ minutes late for your appointment, please call us as soon as possible so that we may determine if your late arrival can be accommodated or you will need to reschedule. **Our facility will automatically require a reschedule for all appointments arriving later than your scheduled start time without notice.**

ALL ABOVE FEES WILL BE ASSESSED PER PET IN CASES OF MULTIPLE PET APPOINTMENTS WHERE NO NOTICE IS PROVIDED.

**Late Arrival Policy**
The veterinarian reserves the right to refuse service if you are late for your appointment. Our late policy is outlined in the section above. Checking below reaffirms that you have read this policy and understand it.

**Telehealth/Communication Policy**
We pride ourselves on our effective communication with clients, our transparency and upholding your right to information about your pet's health. In order to ensure everyone is contacted in a timely manner we do a great deal of our communication by email and/or text messaging. We do understand some prefer telephone communication as a primary source of contact but wish to highlight that it may not always be a doctor who contacts you. The doctor will place calls to clients based on medical need at his/her discretion. However, if you wish to request a phone call with a doctor, this will be billed as a "Telehealth Consultation" and a fee may be assessed for this call. Fees range from $25 to $55 based on the length and complexity of the concern/s addressed during said call. Each consultation will reserve a spot on the doctor's schedule & by participating you agree to pay the fee as outlined above. Should you miss your scheduled "Telehealth Consultation" you may be required to reschedule based on the activity of the hospital on that day. In some cases, consultation fees may

be waived at the discretion of the veterinarian on the case. You will not be billed if a doctor places a call to you that has not been scheduled by you. Payment for telehealth calls will be due at the conclusion of the call and billed to the card on file unless we are directed otherwise.

**Medical Records Ownership and Release**

I acknowledge and agree that all patient medical records are the property of the veterinary practice and will be maintained in accordance with applicable state law. Medical records will be retained by the practice for a minimum of three (5) years following my pet's last visit. Upon my request, I may obtain a copy of my pet's written medical records anytime. The practice is legally allowed to charge a reasonable fee to cover the cost of producing these records if I need them printed or mailed, but virtual (fax or email) will be provided at no cost. I understand that, upon request by myself, a boarding facility or a grooming facility, and as governed by applicable law, Charm City Veterinary Hospital will release my pet's vaccination status and other preventative wellness due dates to such facilities. If a boarding or grooming facility requests additional medical records beyond vaccination or preventative information, I will be contacted to provide written consent prior to release. This consent is ***not*** required for the transfer of records to a subsequent treating veterinarian, in accordance with Maryland law (COMAR 15.14.01.10).

**Social Media and Media Use Authorization**

I understand that photographs, videos, audio recordings for AI Scribe Medical Notes, or other media of my pet may be taken while my pet is under the care of the veterinary practice for medical, educational, or marketing purposes. I hereby grant permission to the practice to use such media, without compensation, for lawful purposes including but not limited to social media, website content, advertising, educational materials, medical records &/or promotional communications. No identifying personal information about me will be disclosed without my consent. I understand that once media is shared on public platforms, the practice cannot control further distribution. I may revoke this authorization in writing at any time; however, revocation will not apply to media already published.

If you would like to opt out of certain allowable communications (security video, images for medical charting and voice recordings for medical records are not allowable options for opt out), I may do so at the time I sign my consent in the office on the day of my appointment. I understand that I may opt out of media of my pet being shared on social media, used for website content, for advertising, or to build educational materials while in the office. I understand that I cannot opt out of security video, images taken for medical charting, and voice recordings for medical records.

**Client-Assisted Restraint & Assumption of Risk Clause**

I understand that, at times, I may be asked or may choose to assist in the restraint or handling of my pet during examination, diagnostic procedures, or treatment. I acknowledge that animals can be unpredictable and may bite, scratch, kick, or otherwise cause injury, even when handled properly. By choosing to assist in the restraint or handling of my pet, I voluntarily assume all risks associated with such participation, including but not limited to bites, scratches, and other injuries. I understand that I may decline to help or ask to leave the room if I feel that is what is best for my pet. I agree that Charm City Veterinary Hospital, its owners, veterinarians, staff, and representatives shall not be held liable for any injury or damages I may sustain as a result of my voluntary participation in restraining or handling my pet. I agree to listen to staff advice if I am asked to release my restraint or discontinue my involvement. I further agree to release, waive, discharge, and hold harmless Charm City Veterinary Hospital, it's partners and staff from any and all claims, demands, or causes of action arising from my voluntary participation in the restraint or handling of my pet.

**Artificial Intelligence Documentation Consent**

I understand and acknowledge that Charm City Veterinary Hospital utilizes an artificial intelligence (AI)–assisted technology called Happy Docs to support the creation, organization, and summarization of medical records. This technology is used to help ensure medical notes are accurate, complete, and efficiently documented in my pet's medical record. The use of AI-assisted documentation allows the veterinary team to spend less time typing or compiling SOAP notes and more time being present, attentive, and engaged with you and my pet during appointments. All medical decisions, differential diagnoses, medication determinations, diagnostic interpretations and treatment plans remain the sole responsibility of licensed veterinary professionals, and AI tools are used solely as a documentation and workflow support tool. I understand that my pet's medical information is handled in accordance with applicable privacy, record-keeping laws and practice policies.