



St Laurent Animal Hospital

3-654 Montreal Road, Ottawa, ON K1K 0T3

613-749-2143 slah.vet@gmail.com

Veterinarian Client Patient Relationship (VCPR) Contract

What is a VCPR?

- You have established a formal relationship with a veterinarian with a mutual concern for your animal(s).
- You have discussed the types of services your veterinarian is willing to provide to you and you are aware of how to access veterinary care in the event of an emergency.
- Proves that your veterinarian knows you and your animal(s). This helps your veterinarian to diagnose animal health problems and prescribe the most appropriate treatment when needed.

Please be aware of the following policies and terms of payment as outlined by the St Laurent Animal Hospital to maintain a valid VCPR.

- A patient must be seen at a minimum of once every 12 months for an Annual Visit, outside of sick or emergency visits. An Annual Visit includes a physical exam done by the veterinarian, with or without the administration of vaccines.
 - If the patient has not been seen within the last 12 months, SLAH reserves the right to decline availability of services, and the patient will be treated as a “New Patient” and will not have priority booking.
- Before any prescription can be dispensed or renewed, the patient must have had an Annual Visit within the last 12 months.
- SLAH issues Annual and Heartworm Reminders via electronic mail ONLY. If you do not wish to add an e-mail address to your file, it is your personal responsibility to keep track of and schedule your pet’s annual visit.



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- Clients are expected to be compliant with the veterinarian's recommendations and work with the veterinarian to create a mutually agreed upon health plan for their animal that fits within the client's budget, while also being in the patient's best interest.
- A client with a pet experiencing a chronic illness will be expected to follow the veterinarian's recommendations for regular blood testing is due to ensure the patient's continued health and monitor for any changes in the patient's status.
- Payment is expected at the time of services rendered, SLAH does not extend payment plans. If payment is not completed, SLAH reserves the right to terminate further services. Any unpaid accounts will be sent to Collections.
- Clients must arrive for their pet's visit on time. If you are more than 15 minutes late for your scheduled appointment, your visit will be cancelled, and you will need to reschedule. If you have multiple late arrivals or no shows, you will be required to pay a deposit of \$110.00+HST to save your appointment slot. This amount is NON-REFUNDABLE.
- SLAH has a Zero Tolerance policy for any misconduct from clients including foul, rude, or threatening language or behaviours toward a member of staff or toward other clients.
- Failure to adhere to any of the above policies will result in termination of services.

By signing and dating this document, you agree to the above policies and procedures for maintaining a valid VCPR as outlined by the St Laurent Animal Hospital.

Name: _____

Signature: _____

Date: _____