

**In order to provide the best service for our patients,
we ask that you review the following**

Clinic Guidelines:

- 1. To ensure the safety of our Hospital residents, staff, and patrons, all animals must be PROPERLY LEASHED or SECURED IN A CARRIER and remain under your control AT ALL TIMES. Similarly, please do not leave children unsupervised AT ANY TIME.**
- 2. Please alert staff if your pet requires additional safety restraints such as a MUZZLE. If our Veterinary Staff is unable to SAFELY provide services for your pet, your pet will be prescribed a pretreatment and you will be asked to reschedule the appointment.**
- 3. Non-Compounded Prescription Refills must be requested AT LEAST 24 HOURS IN ADVANCE, *unless requested during a scheduled visit.***
- 4. Due to recent changes by the FDA, Compounded Prescription Refills must be requested AT LEAST 72 HOURS IN ADVANCE in order to avoid interruption.**
- 5. Non-Emergency Walk-in Patients will be seen only after regularly scheduled patients, and will be subject to an ADDITIONAL \$20 WALK-IN FEE.**