



Veterinarian-client agreement for **effective equine care**

We are committed to cultivating beneficial relationships with our clients and patients. A strong partnership—rooted in mutual trust and respect—is essential to support the best possible care for all parties. Any behaviors that suggest differently will not be tolerated.

AS A CLIENT, YOU CAN EXPECT TO:	IN RETURN, WE ASK THAT YOU:
Be treated with consideration, respect, and compassion by all members of our team in all communications and interactions.	Demonstrate consideration and respect towards all members of our team, other clients, and patients. Bring any concerns directly to us so we can work with you toward a solution.
Know who is providing your horse's care, and be assured that the provided care is appropriate and competent.	Accept that in certain cases your preferred veterinarian may not be available, and understand that anyone we trust to see your horse is qualified to do so.
Be presented with a range of care options that address your horse's needs. Be free to accept, decline, or discuss recommended options and their risks and benefits, and to seek a second opinion.	Allow us the opportunity to answer any questions you have about your horse's health status, recommended diagnostic or treatment options, or next steps if unclear. Follow the agreed-upon plan to the best of your ability, and contact us with your questions and any needs for assistance.
Be seen on time, or be notified of any delay, knowing that life-threatening illnesses or injuries will be prioritized over routine appointments.	Be ready on time with your horse appropriately restrained for your appointment, or call ahead if you're going to be late or need to reschedule or cancel.
Be informed of the estimated costs of veterinary services as well as available payment options, free of assumptions.	Meet agreed-upon financial responsibilities for provided veterinary services. Recognize that many veterinarians now require payment at the time of service for all clients.
Be provided with contact information for veterinary emergency services when needed.	Reserve after-hours calls for true emergencies. Understand that your regular veterinarian may not be the one to see your horse.
Be contacted in a timely manner, whether that involves answering questions, providing follow-up, or scheduling appointments.	Use the practice phone number and/or email to contact us, unless your veterinarian instructs you differently.
Have your horse treated with care and compassion.	Work with your horse on ground manners and basic restraint. This will minimize stress for your horse and promote safety for all.
Have us arrive with a properly equipped vehicle, stocked to treat most issues that your horse may have.	Provide us with a safe working area on your farm that is well lit, with running water and electricity whenever possible.
Be provided with veterinary care that complies with applicable laws and regulations.	Accept that veterinarians can only recommend treatments and prescribe drugs within a current veterinarian-client-patient relationship.*
Have medical and personal information held in confidence.	Provide in writing any individuals with whom information can be shared (e.g., multiple owners, trainer, barn manager, or insurance company).
Have accurate medical records maintained by us, and have copies or summaries provided to you on your request, in accordance with state laws.	Maintain detailed and easily accessible records of your horse's health and medical history, including vaccinations, deworming, and treatments provided outside our practice.

**A veterinarian-client-patient relationship exists when your veterinarian knows your animal/facility well and recently enough to be able to treat your animal's medical condition, you have agreed to follow your veterinarian's instructions, and other requirements for this relationship have been met as defined by applicable federal and state law*

NOTE: Despite everyone's best efforts, things can go wrong. As partners in your horse's care, let's extend each other the grace to work through and learn from any issues, and continue to cultivate our partnership for the benefit of all horses.