



WEST VILLAGES — ANIMAL CLINIC —

Why Choose Us?

Our mission is to provide your pet with a calming environment where highest quality medical care and customer service is provided by a compassionate and knowledgeable staff. The doctors and staff at West Villages Animal Clinic aim to exceed your expectations and will treat every pet like one of our own. We understand the special bond you have with your pet is unlike any other. We are here to help you fully understand your pet's healthcare needs so your pet can live their best life. Our practice philosophy is that an ounce of prevention is worth a pound of cure. State of the art medical care will be provided following evidence-based medicine and research, with the most up to date equipment available. We wish to be in a mutually exclusive partnership with you, in order to provide a lifelong relationship with your pet. This relationship must be built on open communication, mutual respect, honesty and trust from both parties in following medical recommendations.

During your visits, expect to be greeted by a courteous receptionist, clean exam rooms, friendly veterinarians, and caring technicians/assistants. Our team members have extensive veterinary experience and all attend frequent continuing education with the common goal to follow the most recent medical guidelines.

Appointments are not rushed, and ample time is spent getting to know you and your pet(s). **Our focus is to provide preventative care, advanced care for illness, chronic disease management, dentistry, and soft tissue surgeries.** While we do provide vaccinations for our patients, we are NOT a vaccination clinic. Preventative care is defined as a thorough annual wellness examination and consultation, annual comprehensive lab work (CBC, chemistry, urinalysis, heartworm, tick screening), monthly parasitic presentation, frequent dental prophylactic care, referrals to veterinary specialists when indicated, and a customized vaccination plan based on lifestyle.

If this sounds like a good fit for your family, please answer the questions below for our review. Upon review, if it seems like our goals are similar to your expectations, we will reach out to schedule an appointment. **Please provide as much detail as possible for the following questions:**

1. What are your healthcare goals and expectations for your pet(s)?

2. Rank the following in order of importance with (1) being most important and (5) least important to you.

Mutual trust____ Pricing____ Proximity____ Availability____ High standard of care____



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3. When your pet(s) are sick, what are your expectations for care?
4. List your pet's heartworm and flea/tick prevention and frequency of administration. If not on prevention, share the reasons why.
5. Do you have Pet Insurance? If so, with what company.
6. Has your pet had an anesthetic dental procedure? If yes, how was the experience? If no, why not?
7. What are your feelings on veterinary technicians communicating and answering medical questions directly to you on behalf of the veterinarian's recommendations that you may have for your pet(s)
8. While we schedule on an appointment basis, we strive to be available for our patients during urgent care or emergency illnesses. If your pet encounters an emergency, beyond a physical examination, diagnostic testing is almost always fundamental in determining the severity of an illness, a treatment plan as well as a prognosis. The medical recommendations and prices will be explained and provided at every visit. If your pet has urgent health concerns that require immediate care, are you comfortable discussing your expectations and financial concerns openly and honestly with our team?

Thank you for your time and consideration for allowing West Villages Animal Clinic to become a partner for your family's veterinary care. We will review all information and based on your responses, we will reach out to you to schedule an initial examination and consultation.



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New Client Form

Please tell us how you chose our clinic:

I was referred by	Previously a client of Dr. Daniels
Website/Facebook/Instagram page	Location/Drive-by

Owner's Information

Owner's Name: _____ Spouse/Partner Name: _____

Primary Phone: _____ Secondary Phone: _____

Email: _____

Local Address: _____

City: _____ State: _____ Zip: _____

Permanent Address: _____

City: _____ State: _____ Zip: _____

Employer: _____ Job Title: _____

Pet #1 Information:

Pet's Name: _____ DOB: _____ Species: Cat ___ Dog ___

Breed: _____ Gender: Male ___ Female ___ Spayed/Neutered: Yes ___ No ___

Pet #2 Information:

Pet's Name: _____ DOB: _____ Species: Cat ___ Dog ___

Breed: _____ Gender: Male ___ Female ___ Spayed/Neutered: Yes ___ No ___

Do you consent that we contact your previous veterinarian to obtain medical records? Yes ___ No ___

If you answer **no** to this question: ****Please forward medical records from all previous veterinarians immediately to info@westvillagesvet.com.**

If you answer **yes** please fill out the following information:

Previous veterinarian: _____ Phone#: _____



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Communication Preferences:

What is your preferred method of communication from us? Text ☐ Email ☐ Call ☐ Mail ☐

Do you agree to receive text message communications from us? Yes ☐ No ☐

Do you agree to receive email communications from us? Yes ☐ No ☐

Do you give permission to use photos or videos of your pets in social media? Yes ☐ No ☐

Rabies Policy:

To maintain a safe, comfortable environment, we require all cat and dog (4 months of age or older) patients to be current on their rabies vaccination. Proof of rabies vaccination in the form of paperwork by a licensed veterinarian with a vaccine that is licensed by the United States must be submitted to info@westvillagesvet.com prior to appointment. If appropriate proof of rabies vaccination does not exist prior to the appointment, rabies vaccination will be performed at the time of the appointment. Per Florida Rabies Law, Rabies titers are not an acceptable alternative to rabies vaccination. If applicable, rabies exception certificates must be provided by a licensed veterinarian and dated within the last year. It remains the veterinarian's discretion to certify that vaccination would endanger the animal's health because of its age, infirmity, disability, illness, or other medical considerations. An exempt animal will be vaccinated against rabies as soon as its health permits. For state specific Rabies Laws, visit <https://rabiesaware.org/state/florida>

Prescription Policy

Our policy, in regards to prescription medications and diets follow Federal and Florida State pharmacy laws in the following manner:

1. Physical examination is required for all prescription medication and prescription diets. Florida State Law requires a Veterinarian-Client-Patient Relationship (VCPR) exist before any medication or diet is prescribed, and this relationship can only be established with the physical examination of the patient by a veterinarian, consultation with the family, and the documentation of such examination and consultation within the patient's medical records.

2. Yearly or bi-yearly physical examination is required for prescription medication and prescription diet continuation. Any pets with chronic illness that are on long term pharmaceutical or nutritional management require once to twice a year health exams to determine if their condition is being managed to the satisfaction of the veterinarian, family, and general well-being of the pet. Certain diagnostic tests such as blood work or urinalysis will be required for the continuation of any long-term therapeutic medications and diets.



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3. Follow-up examination is required for continued medication and diet dispensing. Any pet that has a medical condition will require follow-up examination with the veterinarian to continue any course of treatment that was prescribed, or to pursue alternate forms of therapy. Failure to schedule and appear for follow-up examinations will result in the necessity of full exam fees being charged for future visits, even if it is “the same thing that happened before.”

4. West Villages Animal Clinic will not provide returns, refunds, credits, exchanges, or any other form of compensation for any dispensed prescription medications. Over the counter, unopened, non-perishable merchandise may be returned within 14 calendar days with an original receipt. Prescription medication is legally prohibited from being resold in the state of Florida. Therefore, all prescription medication is non-refundable.

5. Drug disposal. Families who have prescription medications for their pets they find they no longer need should dispose of those medications in a manner that prevents them from being obtained by children or pets. West Villages Animal Clinic encourages clients proper disposal of their pet’s unused prescription medications. Permanent drop boxes locations are located at:

1. North Port Public Safety building M-Th 8 a.m. to 4 p.m. 19955 Preto Boulevard.
2. North Port Police Department lobby 24/7 at 4980 City Hall Blvd

Sharps can be dropped off at any fire station in the City of North Port.

Click Here For Drug Disposal Information (link:

<https://www.northportfl.gov/City-Services-and-Safety/Emergency-Services/Police/Drug-Disposal-Program#:~:text=A%20drug%20disposal%20bin%20is,4%20p.m.19955%20Preto%20Boulevard.>

5. West Villages Animal Clinic has a fully stocked pharmacy, plus several online trusted pharmacies. Our online pharmacies include Pro Plan Vet Direct, Hills to Home, VRS Health, and VetSource. The links to these pharmacy options can be found on the upper left corner of our website homepage. All prescriptions purchased from our pharmacies are FULLY manufacturer warranted and guaranteed. We make every effort to price our prescription products competitively, and often for less after rebates and specials, than many online pharmacies. **Notice** of 24-48 business hours is required for refills.

We are aware of the many options available for pet prescriptions. In the event you wish to purchase from a third-party pharmacy, we ask that you read our pharmacy policy. We will provide a written prescription upon request, provided that we have recently examined your pet, that its required tests are current, and that the particular medication or product requested is appropriate based on the weight and health of the animal. The timeframe of "recent



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examination" and "current" test is at the doctor's discretion but will never exceed more than one year from your pet's last annual examination and last negative/normal test.

The written prescription will be provided directly to you within 1-2 business days of your request. You may request to pick it up directly from the clinic or ask to have it mailed to your home address. We do not charge a fee for writing prescriptions for our patients. If you would like the written prescription mailed to your home address, there is a \$5 shipping & handling fee. Prescriptions will be available for pick-up at our office during regular business hours, within two business days of your request.

If you choose to use an internet or outside pharmacy to obtain your pet's medications, you should mail the original written prescription to the pharmacy. We do not respond to fax, email or telephone calls requesting prescription authorizations from any online or outside pharmacies. Special security features of our written prescriptions prevent any attempt to fax, copy or scan them by causing "VOID" to appear across the copied prescription, thus invalidating it. Carefully select your outside pharmacy. Unfortunately, due to unethical practices and consistent medication errors made at several online/outside pharmacies, West Villages Animal Clinic has created this policy. The purpose of this policy is to ensure the health and safety of your pet and thus will not be deviated away from under any circumstances.

[Click Here For Warnings From FDA and EPA Regarding Internet Pharmacies](#)

6. West Villages Animal Clinic strives to price medications and food comparatively to other merchants. In the event a price is different, we do not price match our in-clinic prices of any medication or diet with the prices of any outside pharmacies. Families who wish to purchase medications from our clinic or our Vetsource Online Pharmacy may do so at our in-clinic and online pharmacy prices.

7. Just like a human medical doctor hands you a prescription paper for your medication, we will gladly provide such a prescription paper for your pet that you are welcome to submit to the pharmacy of your choice. You will be responsible for completing the submission process in accordance with the pharmacy you choose.

If you are submitting your written prescription to a local pharmacy, be advised that not all veterinary medications are Food and Drug Administration (FDA) approved for human use, and your local pharmacy may not carry the medication your pet needs if it does not have an equivalent FDA approved human form or strength. While we will attempt to work with your local pharmacy to provide your pet with the best options available to them, the best option may still be a veterinary-specific medication not available at a local pharmacy or in a generic form.



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Call us first, if your pharmacist is recommending any substitutions or alternative medications from the one that was prescribed, because not all human medications are safe and effective for pets, and the dosing is not the same in pets as in humans.

8. If you take a written prescription then decide to have that medication filled at our in-clinic or online pharmacy, we require you return and submit that written prescription back to our office in order for us to fill it. [In other words, once a written prescription leaves our hospital without being filled, we are no longer a prescribing hospital, but become a pharmacy under the law. And, as with any other pharmacy, we are required by law to have you submit a written prescription to us in order for us to fill the medication, whether it be through our in-clinic pharmacy or our online pharmacy. We do this because certain medications (e.g., heartworm preventatives, controlled substances) can only be dispensed in certain quantities at a time, and if we dispense those medications while there is still a valid written prescription “floating out there,” then we have violated the quantity restrictions on that medication.]

Financial Policy:

Payment is due at the time services are rendered. An estimate (verbal or written) will be provided prior to service. The bill may be more or less than estimated due to unforeseen factors or changes in the patient’s condition.

I agree to pay the final bill, in full, at the time services are rendered. West Villages Animal Clinic does not accept checks. We do accept Cash, Visa, Mastercard, Discover, American Express and Care Credit.

I certify that I am the owner and/or agent of the above animal and have the authorization to consent to treatment if and when it is needed.

Signature: _____ Date: _____

Print Name: _____