



11399 Nuckols Road, Glen Allen, VA 23059 | P. (804) 421-7422 F. (804) 290-0726 | www.shadygroveanimalclinic.com

APPOINTMENT POLICY

We kindly ask that you give 24 hours notice if you cannot keep your scheduled appointment. Appointments canceled without notice are subject to an office call fee for the time reserved.

DROP-OFF SERVICE

This service is available for the convenience of those clients who choose to leave their pet with us for the day or because the veterinary staff needs more time than an appointment allows. There is a nominal fee which accompanies this service. It may also be utilized to see cases which may otherwise not be seen on that day. We will do our best to see each pet in a timely fashion and will contact the owner with our initial assessment and diagnostic recommendations prior to instituting therapy. To establish a working relationship with the client and pet, we request that the first visit for the new pet to Shady Grove Animal Clinic not be a drop-off. After the first visit, pets may be scheduled for surgeries or drop offs.

EMERGENCIES

Emergencies always take priority. If at all possible, please call to let us know the severity and character of the emergency. This will allow us to prepare equipment and essential supplies prior to your arrival. Please also remember that as closing time approaches, it may be advantageous to call ahead to assess whether your pet may need overnight care and should seek initial and continued care at a local emergency clinic.

REFERRALS

Most specialists require a written referral. Please give us 48 hours notice to prepare the paperwork. Radiographs (if applicable) should be "checked out" and taken with the pet to the referring doctor and if possible returned to Shady Grove Animal Clinic. Obviously emergency referrals will be done as soon as the pet is stabilized and en route to the facility of destination.

PRESCRIPTION DRUGS/DIETS

With our well-stocked in-house pharmacy we can fill the majority of your pet's pharmaceutical needs. If we do not carry a special pharmaceutical, we will do our best to order it, give you a written prescription, or call a local pharmacy. If an owner chooses to purchase prescription drugs online or through catalogs, a written prescription will be provided. Please allow 48 hours for us to process your request. It will then be the responsibility of the owner to pick up that prescription. Please be aware that any manufacturers guarantees associated with the products are void if not purchased directly from a veterinary clinic. It is also the client's responsibility to assure that the pharmacy is licensed in the state of Virginia. When requesting a refill on a prescription diet, please allow one week in the event that we do not have the diet in stock or need to special order. We reserve the right to charge a nominal fee for a written prescription.

LOCAL ORDINANCES

Rabies vaccinations are required by law on all cats, dogs, and ferrets over 3-4 months of age. New patients will need to have proof of rabies vaccinations including date and location the vaccination was given.

As of July 1, 2007, the state requires that your dog(s) be registered with the county in which you reside within 90 days of vaccination. Included in this packet you will find facilities capable of providing a county license for both the city of Richmond and Henrico County. Please remember all veterinarians are now required by law to submit this information to the local jurisdictions.