

Client Rights

As a client of CTVSEH, you have the right to:

1. Considerate, respectful, and impartial care from every doctor and team member at Central Texas Veterinary Specialty & Emergency Hospital (CTVSEH).
2. Accurate and easily understood information about your pet's health and CTVSEH policies, including payment policies.
3. If English is not your native language, if you have a physical or mental disability, or if you don't understand something, assistance will be provided so you can make informed decisions.
4. Receive care from properly licensed veterinarians and properly trained technicians.
5. Know your pet's diagnosis, prognosis, treatment alternatives, and the risks and benefits of each alternative.
6. Participate in decisions about your pet's care including the ability to decline treatment recommendations.
7. Talk in confidence with team members & doctors and have your pet's health care information protected.
8. Fair and objective review of any complaint you have regarding CTVSEH.

Client Responsibilities

As a client of CTVSEH, you are responsible for:

1. Disclosing relevant, accurate, and complete information about your animal's health and history.
2. Minimizing the risk of bites, scratches, etc., and avoiding the spread of diseases by limiting you and your pet's interactions with other animals.
3. Using feedback processes to address issues that may arise and clearly communicating your wants & needs.
4. Abiding by administrative and operational procedures, including visiting hours, leashing requirements, payment, and appointment scheduling & cancellation policies.
5. Maintaining awareness of CTVSEH's obligation to provide timely, equitable care to other patients.
6. Showing respect for other clients, patients, and personnel.
7. Working collaboratively with providers to develop and carry out agreed-upon treatment plans.
8. Meeting financial obligations.
9. Recognizing the reality of risks and limits of the science of veterinary medicine.

CTVSEH seeks to continually provide a welcoming and safe environment that ensures trust and respect for all people & pets. We have a zero-tolerance policy for the following behavior:

1. Verbal abuse, malicious or harmful statements, profanity, or disrespect directed at a person or pet.
2. Any form of harassment
3. Discriminatory comments and/or actions
4. Intimidation tactics and/or threats
5. Allowing your pet to intimidate or threaten a person or another pet
6. Public disclosure of another's private information
7. Suspicion of being under the influence of alcohol or behavior-altering drugs
8. Failure to comply with requests from our team members, including leashing/restraining your pet

In the event that your behavior is problematic, we reserve the right to discontinue services immediately. This policy is strictly enforced, and non-compliance will result in corrective measures being taken, which may include termination of veterinary care at CTVSEH, being asked to leave the property, and the potential involvement by law enforcement.