Welcome to Eliot Veterinary Hospital (EVH). We strive to provide the best care and medicine while creating a stress-free environment to the best of our abilities for you and your pet. We pride ourselves with treating our clients and patients with kindness and respect, and we ask the same in return.

We likely have all this information in our system but would like to confirm that everything we have is accurate.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Primary Number: (\_\_\_) \_\_\_-\_\_\_\_

Spouse/Co-Owner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Number: (\_\_\_) \_\_\_-\_\_\_\_

Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous Veterinary Hospital(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_ I consent EVH staff to contact the previous hospitals listed above to get medical records on my pets.

Please be aware of the following policies:

* EVH has a zero-tolerance policy towards abusive behavior to hospital staff, either in person, over phone, or other virtual mode of communication. Clients who exhibit any abusive behavior will be refused service and the pet’s records will be emailed to the address on file.
* Payment is due in full at the time of service. In the event of financial hardship arrangements must be made prior to time of service. Please feel free to ask staff about payment options available.
* In order to maximize time available to best care for our patients, EVH has a cancellation and no-show policy. Clients who need to reschedule are asked to provide 48 hours’ notice for appointments and five business days’ notice for surgeries or procedures. If an appointment is a no-show, you will be charged a fee equal to the office visit fee. After multiple last-minute cancellations or no-shows, clients may be asked to furnish a non-refundable deposit for future scheduled appointments.
* In accordance with Maine state law, EVH requires all patients to be vaccinated for rabies.
* Due to a history of issues with third party pharmacies, EVH does not approve faxed prescriptions from online pharmacies. You are welcome to get medications here in clinic, from our partnered online pharmacy, from a local brick-and-mortar pharmacy, or pick up a written prescription to fill at a location of your choosing.

The full text of any of the above policies mentioned are available upon your request. Please sign below acknowledging the above policies.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_