ELIOT VETERINARY HOSPITAL

Digital Consultation Policy

As an option for Dr. Shannon Emmons's established behavior patients, Dr. Emmons allows updates and questions via email or text, as well as telehealth appointments. These communications grant our behavior clients and patients easier access to Dr. Emmons's wealth of knowledge and direction in a more readily available format, especially for our clients who have busy schedules or live a great distance from the clinic. As of February 1, 2026, we will be implementing the following to better organize Dr. Emmons's digital communications with behavior clients:

> If an established behavior client (meaning they have completed the initial, in-person consultation) would like to email or text the clinic with questions or updates regarding their patient for Dr. Emmons to review and respond, they will be required to put down a $200 deposit. This deposit will act as a retainer to Dr. Emmons's time and resources which will be charged out at a rate of $15 per 5 minutes spent reading and responding to the correspondence. This deposit can also go toward telehealth appointments ($120 per 30 minutes). Once the deposit is depleted, the client can opt to do an additional deposit to resume this service. Email/text consultations will not be responded to without the deposit in place. These deposits are non-refundable (euthanasia excluded) and do not expire. The patient must still be seen in-clinic once every 12 months to maintain a patient-provider relationship.

By signing this, I acknowledge the policy above and would like to opt-in to digital consultations.

_____ _____

Signature Date

_____

Printed Name