

# Client Rights and Responsibilities

## **As a Client of the Hospital for Companion Animals at The Ohio State University Veterinary Medical Center, you have the right to:**

- Considerate, respectful, and compassionate care from our veterinarians, staff members, and students.
- Accurate, clear, and timely information and communication regarding your pet's health.
- Request assistance if a communication barrier exists that hinders your ability to make informed decisions. Reasonable assistance will be provided whenever feasible.
- Receive care for your pet from licensed, and in many cases, specialty board-certified veterinarians; registered veterinary technicians, and students. All clinicians, including faculty, residents, and interns, hold active licenses from the Ohio Veterinary Medical Licensing Board. Students who participate in caring for patients at the Medical Center receive close supervision and oversight from licensed veterinarians and veterinary technicians.
- Know your pet's diagnosis, prognosis, treatment alternatives, and the risks and benefits of each alternative.
- Participate in decisions about your pet's care.
- Decline treatment.
- Receive a full explanation regarding decisions by our veterinarians to decline treatment of your pet.
- Talk in confidence with staff members and veterinarians about your pet's health care.
- Objective internal review of any complaint you may have regarding the Veterinary Medical Center.

## **As a Client of the Hospital for Companion Animals at The Ohio State University Veterinary Medical Center, you have the responsibility to:**

- Disclose relevant, accurate, and complete information about your pet's health and history to our personnel.
- Disclose any of your pet's behavioral issues that may affect patient and staff safety.
- Minimize the risk of bites and scratches and avoid the spread of diseases by limiting your and your pet's interactions with other animals.
- Maintain a respectful demeanor when communicating your needs and concerns to our personnel.
- Abide by our visitation arrangements wherein you and a member of your pet's Care Team will establish a mutually acceptable time for visitation.
- Abide by our policy to leash dogs and keep cats in carriers while on site for the safety of all.
- Abide by our payment policies which are stated on the payment policy information sheet.
- Communicate with our personnel if you are going to be late or need to reschedule or cancel an appointment
- Show respect for other clients, patients, and our personnel.
- Work collaboratively with our health care providers to develop and perform agreed-upon treatment plans.