

## **CLIENT RIGHTS AND RESPONSIBILITIES**

At the UC Davis Veterinary Medical Teaching Hospital (VMTH), we strive to create a positive and welcoming environment for all clients and all patients. We believe that mutual respect and clear communication are essential to achieving this goal. By agreeing to these behavior standards, we can create a positive and respectful environment where everyone feels comfortable and heard. Thank you for your cooperation in making the VMTH a welcoming and compassionate place for all.

### **Client Rights**

As a client, you have the right to:

- Respectful and impartial care from every clinician, student, staff member, and volunteer.
- Timely communication regarding appointments, treatments, and any other concerns or questions.
- Receive accurate and easily understood information about your animal's health and hospital policies, including payment policies.
- Understand your animal's diagnosis, prognosis, treatment alternatives, and the main risks and benefits for each alternative.
- Participate in decisions about your animal's care.
- Decline treatment, and to receive a full explanation of decisions on the part of the clinicians to decline treatment.
- A clean and safe environment for you and your animal.
- Ethical and confidential treatment of your animal's health information, in accordance with applicable state laws.

### **Client Responsibilities**

As a client, you are responsible for:

- Communicating in a considerate and respectful manner to our clinicians, students, staff, and volunteers.
- Following hospital rules and regulations that apply, such as:
  - Acting with respect for hospital property.
  - Refraining from the use of inappropriate language such as cursing.
  - Refraining from abusive behavior and language that threatens patients, families, and VMTH personnel with bodily injury, fear, or intimidation.
  - No smoking on campus property

- Treating all VMTH personnel members and other clients with respect and kindness.
- Keeping appointments or canceling appointments per service guidelines.
- Ensuring healthy habits in your animal, such as exercise and a healthy diet.
- Disclosing relevant, accurate, and complete information about your animal's health and history.
- Keeping control of your animal at all times while on VMTH premises. While in waiting room or other public spaces:
  - Dogs must be kept on non-retractable leashes.
  - Cats and smaller animals must be kept in safe carriers.
  - Horses and llamas/alpacas must be haltered and under control.
  - Livestock must remain in trailers or vehicles until unloaded with VMTH staff.
- Ensuring you secure and retrieve all personal belongings that you bring to the VMTH; VMTH is not responsible for property that you may leave on the premises.
- Recognizing the reality of risks and limits of the science of veterinary medicine.
- Abiding by payment and financial terms for all veterinary care.

**I have read and understand the rights and responsibilities as outlined above.**

**Client Name:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_