

# Client Rights and Responsibilities

---

## As a Client of The Ohio State University Veterinary Medical Center–Dublin, you have the right to:

- Considerate, respectful and compassionate care from our veterinarians and staff members.
- 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 and registered veterinary technicians. All clinicians and registered veterinary technicians, including faculty, residents and interns, hold active licenses from the Ohio Veterinary Medical Licensing Board.
- 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 Ohio State University Veterinary Medical Center–Dublin, 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 healthcare providers to develop and perform agreed-upon treatment plans.

