

# Premier VetCare Client Information

Thank you for giving us the opportunity to care for your pet. Please help us better meet your needs by taking a few moments to fill out this client information sheet. State & Federal Law requires you must be 18 to complete this form. All information is kept for internal use, and never sold. Information is also used to confirm your identity at each visit and protect your account with us from fraudulent use. Photo ID is required to ensure the protection of your account with us. Only names listed on this form are allowed to use the account and authorize treatments for the pets on the account. (If your spouse/significant other is not listed they will not be able to approve treatments for the pets under this account)

Primary Owner's Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Primary Phone #: \_\_\_\_\_ Is this a cell Number Y  N  If No List Cell Phone # \_\_\_\_\_

Work Phone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Please List Your Preferred Contact Method. Primary Phone  Cell Phone  Work phone  E- Mail

Providing us your cell number and e-mail addresses enrolls you into out text and e-mail reminders, online access to your pet's wellness records, and to allow us to easily send you vital communications about your pets care. Your email is also used to identify your account for written treatment consents when you are unable to do so in person. You may opt out of any service at any time.

Secondary Authorized Users: \_\_\_\_\_ Spouse  Significant Other  Friend  Other

Primary Phone #: \_\_\_\_\_ Is this a cell Number Y  N  If No List Cell Phone # \_\_\_\_\_

Work Phone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Other Authorized Users: \_\_\_\_\_ Spouse  Significant Other  Friend  Other

Primary Phone #: \_\_\_\_\_ Is this a cell Number Y  N  If No List Cell Phone # \_\_\_\_\_

Work Phone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Name of Previous/Current Veterinarian: \_\_\_\_\_ Phone: \_\_\_\_\_

How did you hear of our hospital? \_\_\_\_\_

*To help prevent the spread of infectious diseases, ALL hospitalized and boarded animals must be current on all vaccinations. DUE TO STATE LAW, INSURANCE REQUIREMENTS AND THE SAETY OF OUR STAFF, ALL DOGS & CATS MUST BE CURRENT ON RABIES VACCINATION. Vaccination can be updated at the time of your appointment if it is not current.*

I understand every effort will be made to achieve a successful outcome and to provide for all possible safety in hospital care and handling. I hereby authorize this hospital to receive, prescribe for, treat or perform surgery upon the pet(s) listed on my account and additional pets I present. Furthermore, I agree to pay fees for services rendered at the time the pet is discharged from the hospital or the service is otherwise terminated. I agree to pay for the reasonable costs of collection in the event that collection efforts become necessary. I understand that a service fee of \$35.00 will be assessed for each non-sufficient funds check or falsely disputed credit card charge and/or certified letter that must be sent. All accounts unpaid after 30 days receive a \$10.00 Billing Charge each month and a late charge computed at a periodic rate of 1.50% per month, which is an annual percentage rate of 18.00% with a minimum monthly charge of \$1.00. I understand that veterinary service is provided afterhours as necessary in the judgment of the veterinarian in charge. Continuous presence of qualified personnel may not be provided. If I neglect to pick up my pet within 5 days of the discharge date and do not notify you within that time period, you may assume that the pet is abandoned and are hereby authorized to dispose of the pet as you deem best and/or necessary. Your signature also approves use of images of your pet to be used on social platforms for educational and marketing purposes. No personal identifying information is ever shared on images used on social platforms without your expressed consent.

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



# Welcome to Premier VetCare

Thank you for choosing our hospital to care for your pet! Whether you are new to us, new to the area, or new to pet ownership, our goal is to provide outstanding veterinary care for your pet(s). We have listed below several key pieces of information for you about our practice below. You may also review our website that provides useful information about our practice and the preventive care needs of your pet. We are more than happy to answer any additional question during our normal business hours.

## **Our office hours are:**

Monday thru Friday: 7:30 a.m. to 8:00 p.m.  
Saturday and Sunday Closed

Boarding and Grooming Provided At Our Sister Company  
***Creature Comforts Kennels***  
13191 Old Nashville Hwy, Smyrna TN 37167  
615-462-7051 [www.creaturecomfortskennels.co](http://www.creaturecomfortskennels.co)

Our 7:30 a.m. to 9 a.m. hours provide an opportunity to drop your pet off for Exams, Dentistry, and Surgeries. Clients may also use this time to purchase medicines, foods, or other supplies. Daily appointments begin at 8a.m. Please allow for 15-20 minutes of time to complete consent forms when dropping your pets off for services.

Our Evening Wellness hours ( 5-7:30 pm) are very popular and often fill up months in advance, so it is a good idea to make appointments for wellness care well in advance for those times. Additional fees apply for Evening Exams.

Patients are seen by appointment, but walk-ins are welcome. Pets are seen in this order:  
Life Threatening Emergencies, Appointments, Walk-in Rechecks, Walk-ins.

Pets enrolled in the Premier Pet Program do have appointment preference. If you prefer to see a particular veterinarian, please let us know when you call for an appointment. In an emergency, the first available veterinarian will see your pet, but we make every effort to accommodate your preferences.

## **Contact Info:**

Our phone number is 615-459-0802  
Our fax number is 615-459-0806

Our website is [www.premier.vet](http://www.premier.vet)  
Our e-mail is [info@premier.vet](mailto:info@premier.vet)

## **Online Appointments:**

You can make online appointments through our website. These must be more than 3 days in advance. If you need your pet seen sooner than three days please call out office for the first available appointment times.

## **Pricing Information:**

Typical shopped services pricing is available at [www.premiervetcare.info](http://www.premiervetcare.info)

## **After Hours Emergency:**

One of our doctors is available after hours for phone consultation for any questions and/or concerns you may have regarding your pets health care needs. The number is recorded on the answering system and subject to change. If it is determined your pet does need immediate attention you will be referred to the appropriate local emergency veterinary hospital that can care for your pet.

*Welcome again and we look forward to working with you to provide Premier Veterinary Care.*