



As a client of UW Veterinary Care, you have certain RIGHTS and RESPONSIBILITIES.

You have the RIGHT to be:

1. ... offered appropriate medical care options for your pet(s).
2. ... treated with fairness, consideration, respect, and compassion by all UWVC staff and students.
3. ... informed, in terms you understand, of the nature of your pet(s)' illness and of treatment options available.
4. ... informed of the costs of evaluation and treatment, and payment options available.
5. ... informed of any clinical trials available for conditions that affect your pet, and to have the opportunity to participate in these programs if your pet meets the criteria for inclusion, and you agree to the terms and conditions of the program(s).
6. ... assured that medical and personal information is handled in a confidential manner, and to be able to request copies of information in your pet's medical record.

You also have the RIGHT to:

1. ... accept or reject treatments or diagnostic tests for your pet(s). You are not required to admit your pet to the hospital or to allow any testing or treatment that you do not approve, and you have the right to be informed of the consequences of refusal of treatment or testing.
2. ... change your mind about any tests or treatments to which you have consented, notifying us before these procedures occur, and to be informed of the consequences of your decisions.
3. ... receive prompt and courteous replies to any concerns you raise regarding the quality of care or service you receive here.

It is your RESPONSIBILITY to:

1. ... treat every member of our staff fairly, with respect and consideration .
2. ... provide all requested health information about your pet(s).
3. ... read and understand any consent forms that you sign.
4. ... ask questions of any member of our staff if you do not understand instructions or information they provide.
5. ... accept that we are a teaching hospital, and that your pet will be seen by a team consisting of veterinary medical students, veterinary technicians, and clinicians (faculty, residents, and interns).
6. ... observe the policies and procedures of our facility, including appointment times, visiting and telephone hours and payment policies.
7. ... be considerate of others whose pets are receiving care here.
8. ... inform us immediately if you change your mind about any tests or treatments that you have previously agreed to.
9. ... accept the financial obligations agreed to when your pet is seen at our facility, and to provide accurate information if you request financial assistance.
10. ... take an active role in the decision making process of diagnosis and treatment of your pet's medical or surgical condition.
11. ... follow the instructions you receive for care of your pet at home.
12. ... advise your pet's medical care team if you have any concerns or are dissatisfied in any way.

School of Veterinary Medicine. UW Veterinary Care

2015 Linden Drive • Madison WI 53706-1102

608/263-7600 • FAX: 608/265-8276

<http://www.uwveterinarycare.wisc.edu>

Advancing animal and human health with science and compassion®