



## Practice Terms and Conditions

Dr. Neely North is a licensed veterinarian, a certified veterinary acupuncturist, and a certified veterinary food therapist. Because all correspondence and care is taking place via a virtual platform, Dr. North strongly recommends that all pets be under the care of a veterinarian that regularly examines the animal in person and maintains a valid Veterinary-Client-Patient-Relationship. Dr. North is not able to prescribe pharmaceuticals or diagnose medical conditions that require diagnostics she is unable to provide via a virtual platform.

When seeking care from this practice, clients recognize that all recommendations are made based on the information provided to Dr. North. If at any time Dr. North feels she is unable to meet the needs of your pet due to severity of disease or perceived suffering, she may recommend in-person care be rendered by another licensed veterinarian of your choosing. If these recommendations are not followed, Dr. North may decline to provide further guidance until the immediate needs of the animal are taken care of to the best of the owner's ability. Modern veterinary medicine includes imaging, surgery, hospitalization, and procedures that require a clinical facility and in-person care.

### **Tier 1:**

In order to ensure that expectations are adequately met, we have outlined specifics of included communication with Dr. North. Please reach out with any questions prior to signing this document. The consultation fee is \$250 and includes one, 30 minute virtual appointment and one follow up email during normal business hours (MTR 9am-5pm.) Dr. North will also make herbal, food, and supplement recommendations based on the individual needs of your pet. After this, additional 30 minute sessions are available at \$150 (per pet.) After 30 minutes, a \$100 fee will begin accruing for every 15 minutes past the scheduled session. Follow up sessions must occur within 180 days (6 months) of original consultation or a new consultation fee may be applied. Each follow up session includes one email follow up within three months.

These sessions are to be scheduled per Dr. North's availability. Emergency sessions are not available. These fees may be applied if there are extensive follow up questions/correspondence (excluding included email). You will be informed of additional fees prior to further guidance being offered.

### **Tier 2:**

In order to ensure that expectations are adequately met, we have outlined specifics of included communication with Dr. North. Please reach out with any questions prior to signing this document. The package fee is \$750 and includes an initial 45 minute virtual appointment, regular email correspondence during normal business hours (MTR 9am-5pm) for three months, one additional virtual appointment within 90 days of initial appointment, one custom home-cooked recipe designed for your pet, access to two virtual seminars (detailed in website description & subject to change), and customized recommendations for supplements, diet, and herbal therapy. If additional virtual appointments are sought outside of the included services, they will be charged a fee of \$150 per 30 minutes.

These sessions are to be scheduled per Dr. North's availability. Emergency sessions are not available. Additional fees may be applied if there are extensive follow up questions/ correspondence (excluding email).

### **Tier 3:**

In order to ensure that expectations are adequately met, we have outlined specifics of included communication with Dr. North. Please reach out with any questions prior to signing this document. The package fee is \$1100 and includes a 60 minute initial virtual appointment, regular email correspondence during normal business hours (MTR 9am-5pm) for six months, two 30 minute virtual appointments within six months of initial consultation, two customized home-cooked recipes for your pet, access to two virtual



seminars (detailed on website & subject to change), instruction and recommendations on acupuncture for your pet, and customized recommendations for supplements, diet, and herbal therapy including up to \$100 of Chinese herbals.

If additional virtual appointments are sought outside of the included services, they will be charged a fee of \$150 per 30 minutes.

These sessions are to be scheduled per Dr. North's availability. Emergency sessions are not available. Additional fees may be applied if there are extensive follow up questions/ correspondence (excluding email).

Payment is accepted by VenMo, Visa or Mastercard (paid via Square.) Consultation fees are to be paid after scheduling appointments but prior to services rendered. If fees are not paid within 48 hours of scheduled consultation, the consultation will be automatically canceled. It is recommended that you pay at time of booking. Payment plans will be available in the future but are not currently an option.

Normal business hours are 9AM-5PM Monday, Tuesday, and Thursday. Routine communication will be delivered during these hours. Consultations are available outside of these business hours by request. Prior to a patient's first appointment, all medical records from every veterinary practice the patient has been registered with are required to be emailed to nashvilleholisticvet@gmail.com. Medical records are necessary to properly evaluate health history for homeopathic treatment and to permit an efficient intake evaluation. If it is at all possible to obtain a copy of imaging and blood work results, please have these emailed as well. Dr. North is a sole practitioner with no support staff. She is not equipped to respond quickly when pets have immediate needs. By initialing here \_\_\_\_\_ I acknowledge this and state that I will call my regular veterinarian if my pet has a medical problem. Even if this problem is perceived to be an issue with a food change or herb started by NHVC, I acknowledge that Dr. North is not available for immediate needs and that I need to contact my regular vet or an emergency vet as well as emailing Dr. North about what is going on with my pet. Emails will be checked several times a week, but this varies with appointment schedules and practice caseload.

As previously stated, Dr. North is a sole practitioner with limited time for administrative duties. The preferred form of communication is by email which Dr. North will reply within 48 hours during the business hours of MTR 9AM-5PM. If a client needs to change an appointment, has a question or other need, the communication should be via email to virtualholisticvet@gmail.com. Please initial here \_\_\_\_\_ to acknowledge you have read and agree to the previous statement.

Please sign below to confirm you have read the entire above practice terms and conditions.

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

Printed Name \_\_\_\_\_



## Cancellation Policy

Virtual Holistic Veterinary Care is committed to providing exceptional care. Unfortunately, when one patient cancels without giving enough notice, they prevent another patient from being seen. Please notify us 48 hours prior to your scheduled appointment to notify us of any changes or cancellations. If prior notification is not given, you will be charged \$50 for the missed appointment.

Dr. North will require a Credit Card to be held on file in order to confirm appointments. This card will be used to charge the cancellation fee for a missed appointment.

Please check the box to confirm you have read and agree to the previous statement.

Please sign below to consent to these terms.

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

Printed Name \_\_\_\_\_



## Digital Media Release Form

I give Virtual Holistic Veterinary Care consent to record, videotape, and photograph my image and/or voice and my pet(s) image to be used in any and all of its publications, including web-based publications and social mediachannels, without payment or other consideration.

I hereby irrevocably authorize Virtual Holistic Veterinary Care to edit, alter, copy, exhibit, publish, or distribute these photos for any lawful purpose. I waive any right to royalties or other compensation arising or related to the use of the photo.

Please indicate your preference below.

Yes. I give Virtual Holistic Veterinary Care permission.

No. I do not give Virtual Holistic Veterinary Care permission.

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

Printed Name \_\_\_\_\_



### Credit Card on File Agreement

Virtual Holistic Veterinary Care has implemented a new credit card policy. Dr. North will ask that a credit card be on file that may be used later to pay any balance that may be due on your bill.

At the first appointment, your credit card information will be obtained and kept securely. This card will only be used in the event of a missed appointment (see Cancellation Policy) or with your consent to pay for any invoices due.

If you have any questions about our policy, please do not hesitate to ask. By signing below, I authorize Virtual Holistic Veterinary Care to keep my signature and my credit card information securely on-file in my account.

If the credit card that I give today changes, expires, or is denied for any reason, I agree to immediately give Virtual Holistic Veterinary Care a new, valid credit card which I will allow them to charge over the telephone. Even though Virtual Holistic Veterinary Care is not processing the new card in person, I agree that the new card may be used with the same authorization as the original card I presented.

Circle one:    Visa                    MasterCard                    Discover                    American Express

Name (Print): \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name on Card (Print): \_\_\_\_\_

Last Four Digits of Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_/\_\_\_\_

Credit Card Holder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_