

We see ourselves as a business and a family. As such, we welcome you and your pets. We value your patronage. We care about you and your pets. We take pride in our work, and expect to receive satisfaction as well as financial reward. We will not be satisfied if you are not. We will be happy to help your pet become as healthy and happy as possible. We are very concerned for your pet's overall well being.

Visiting a veterinary hospital can be very stressful. We aim at reducing your pet's stress. We schedule appointments to prevent you from having to wait, and to allow ample time to discuss your concerns and your pet's needs.

Most puppies that grow up as part of our family love coming here. We love to see them. Pets are easier to handle if they are less stressed. If they sense the place they are in is a good place, they are more at ease. We can complete diagnostics and treatments on these pets with relative ease. We are gentle with all pets but depending on their prior experience, breed, temperament and training, some pets may not trust us and become fearful. For pets that are more stressed or fearful, or for procedures that are painful, we will discuss with you about sedation and pain medications. We do not want any pet in pain, physically or emotionally.

We have found that our reversible sedative is a good experience when needed and on future visits pets are happier to see us and if sedative is again needed, usually less is required.

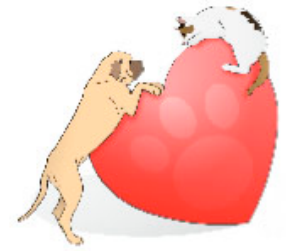
To find out more about what we have to offer and about our policies and procedures tour our hospital on the web at www.beaverlakeah.com or come visit us in person.

We have an online store where you can shop for your pets needs. To preregister send your email to Idrpets@aol.com

Call 425 557-0752 for an appointment.

On week-ends, for non emergency needs for established clients, you may leave a message. If Dr. Bennett is available she will return your call when messages are checked.

*For Emergency services during our closed hours, for our clients we recommend -
ALPINE ANIMAL HOSPITAL
425 392-8888
or
SEATTLE VETERINARY SPECIALIST
425 838-9311*



Beaver Lake Animal Hospital

POLICY GUIDE



*26325 SE 39th Street
Issaquah, WA 98029
(425) 557-0752
www.beaverlakeah.com*

We love what we do & it shows

WELCOME

OFFICE HOURS

8:00 a.m. to 5:30 p.m.

By appointment only Monday through Friday.

FEES AND PAYMENT

Fees charged reflect the quality and value of our medical and surgical services. We provide medical and surgical care in a quality facility with quality products and instrumentation. We strive to provide optimum service. Fees are due at the time service is rendered or when your pet is discharged after hospitalization. We may require a deposit prior to starting hospitalized procedures and/or treatments. We accept cash, checks, VISA, MasterCard, Discover card and debit cards. We cannot offer credit and do not bill for services. There is a \$40 fee for NSF checks. We require your driver's license number for payment by check. Checks will be electronically converted.

PET BEHAVIOR & HANDLING

We reserve the right not to handle aggressive or fractious pets. Our determination will be made based on many factors. If we elect to examine, handle or treat an aggressive pet, additional charges may be incurred due to the time required and other special circumstances. We recommend all pets with aggression problems, including fear aggression be treated for the problem.

We request pets be brought in on leash or in a pet carrier, for their safety.



VACCINATIONS

Since rabies virus is a zoonosis, a disease that affects both humans and animals, we require pets to be kept up-to-date on rabies vaccines. Rabies vaccines must be given here, or at another facility that is licensed to administer rabies vaccines. Please bring in your pet's current rabies certificate if the vaccine was not administered here.

We highly recommend the puppy and kitten vaccines included in our Puppy Paks and Kitten Kits. We believe proper vaccination significantly reduces or eliminates the chance of (the vaccinated for) infectious diseases. Vaccines should be boosted 1 year after the initial juvenile vaccines are completed. Thereafter, vaccines should be boosted according to the individual pet's needs. We will help determine your pet's needs. Our recommendations are based on current scientific evidence. There are risks to vaccinating pets and there are risks in not vaccinating pets. Please review about vaccinations on our website www.beaverlakeah.com for more detailed information.

BEFORE ANESTHESIA OR SURGERY

We require a blood profile be completed for anesthesia. We may require other diagnostics, if indicated, based on your pet's physical findings and medical history. We request that food (not water) be withheld from your pet after 6:00 p.m. the night before scheduled services. Pets with diabetes or other blood sugar abnormalities may be an exception to this. We admit pets for scheduled procedures between 8:00 a.m. to 8:15 a.m. We will have an estimate and an authorization form prepared for the anticipated services. Please leave yourself enough time to review and sign the authorization form. At your request, an estimate can be prepared in advance. If your pet is scheduled for overnight hospitalization following surgery, we request you bring enough food for 1-2 meals for your pet. We do not recommend you bring toys or bedding, as they may become lost or soiled, and we can not be responsible for their return to you.

If your pet is on any medication, the medication should be brought with its original label on it. We will call you when your pet's procedure is completed and they are in recovery.

