

as a SAFE SENDER or NOT SPAM. PLEASE ADD 914-575-1943 to your SAFE SENDERS contacts on your phone.

COMMUNICATION

If you need to schedule or change an appointment, have a medical question about your pet, or need immediate assistance, we ask that you **call us** during business hours at 914-575-1943. We are on the road caring for our patients during the day, and do not have immediate access to email. We ask that email only be used for transfer of medical records. Please be aware that our phone system does not accept text messages. _____

SAFETY

For the safety of you, your pet, and our staff, please allow our trained staff to handle your pet during the examination. All cats must be placed into a carrier for transport from your home to our mobile unit.

VACCINATION

For the safety of your pet, your family, and our staff, **ALL** dogs and cats must be current on Rabies vaccination.

CELL PHONES

We kindly request that you refrain from using your cell phone during your visit with us.

PREVIOUS MEDICAL RECORDS

In order to ensure as much continuity of care as possible, we ask that you have your pet's previous medical records (including vaccination history, laboratory results, and doctor's notes) forwarded to us via email or fax, prior to your first appointment with us. Please note that some veterinary practices may require a signed release form from you prior to sending medical records.

PET INSURANCE

We do not accept direct payment from insurance companies. However, our staff will be happy to assist you in submitting your claims for reimbursement.

AFTER-HOURS CARE

For after-hours emergencies, please contact:

Cornell University Veterinary Specialists
880 Canal Street
Stamford, CT 06902
203-595-2777

OR Veterinary Emergency Group
409 E. Putnam Avenue
Greenwich, CT 06830
203-909-6560

In the event of an emergency, please **do not email us**. Call the emergency facility directly. Our phone and email systems are not monitored after hours.

If you have any questions or concerns, we welcome the opportunity to speak with you about them.

Signature

Date