

Welcome to our practice. We appreciate the opportunity to serve you and your pet(s). You and your pet are our highest priority. We value your devotion to their health and well-being.

You can access information from your pet's medical record 24/7, by going to evetpractice.com and click client login. Login credentials will be provided after your first visit.

Below are answers to some common questions about our practice so we may better serve you.

Appointments

We recommend that all routine or non-emergency visits have an appointment, so that we may respect the valuable time of all of our clients. We will of course see urgent matters or emergencies as needed. If you cannot make your appointment, please notify us immediately. We reserve the right to charge for appointments cancelled or broken without 24 hours notice.

Emergency Care

We recognize that emergency situations do arise and we will do everything in our power to accommodate your needs. At times, we may refer you to an area emergency hospital. Our answering machine and our website contain the phone number and addresses of the nearest emergency veterinary hospital.

Wellness Visits

We believe in the benefits of regular preventative care, and follow the standards established by our national veterinary associations. We will make all recommendations that best suit the needs of your individual pet and lifestyle. Ultimately, the decision to accept treatment recommendations is then up to you.

Fees and Payments

Payment is due at the time of service. We can provide you with an estimated cost of services during your visit. We cannot give an estimate over the phone for non-routine procedures without seeing the pet. This includes dental procedures. We offer financing for advanced or routine procedures through Care Credit. We do not do in-house payment plans outside of this.

Insurance/Previous Records

If you have pet insurance, please bring any paperwork that may need to be filled out by our staff to your appointment. Also, please bring any previous records or provide us with the previous veterinarians information so that we can keep your pet's record accurate.

MARKETING RELEASE

We want your pet to be Facebook famous, but we need your permission first. I grant permission to Shey's Veterinary Hospital, its employees and authorized representatives to take photographs and/or video of me and/or my pet(s), to copyright, use and publish the same in print and/or electronically. Shey's Veterinary Hospital may also use and publish my pet's story, including relevant medical history. I agree that Shey's Veterinary Hospital may use such photographs, videos or stories including me and/or my pet with or without our names and for any lawful purpose, including for example such purposes as social media, publicity, advertising, and other Web content.

Yes. I consent.

No. I do not consent.

We look forward to getting to know you and your pet(s)!