



Welcome to the Ark Family. Thank you for allowing us to provide your pet(s) the best possible care. Please take a moment to tell us a little about yourself.

Owner name \_\_\_\_\_ Driver's License # \_\_\_\_\_ State \_\_\_\_\_

Co-Owner \_\_\_\_\_ Driver's License # \_\_\_\_\_ State \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Primary Phone # (\_\_\_\_) \_\_\_\_\_ Cell / Home / Work

Secondary Phone # (\_\_\_\_) \_\_\_\_\_ Cell / Home / Work

Email Address \_\_\_\_\_

Employer \_\_\_\_\_ Phone # (\_\_\_\_) \_\_\_\_\_

Employer \_\_\_\_\_ Phone # (\_\_\_\_) \_\_\_\_\_

In Case of an emergency and you cannot be reached who can we contact on your behalf?

Name \_\_\_\_\_ Phone # (\_\_\_\_) \_\_\_\_\_

How may we contact you? Circle all that apply: Phone      Text      Email

How did you hear about us? ( ) Hospital Sign ( ) Internet ( ) Website ( ) Christian Business Directory  
( ) Other \_\_\_\_\_ ( ) Individual, someone we can thank?

Name \_\_\_\_\_

Please list the name, age and species of each pet in the household:

Name \_\_\_\_\_ Age \_\_\_\_\_ Species: dog / cat / other

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***\*\*Please see the reverse side of this sheet for hospital policies\*\****

CSR \_\_\_\_\_

## Hospital Policies

To allow for ample time for all patients and surgical procedures, The Ark Animal Clinic operates primarily by appointment. We also are available to see Walk-Ins and Emergencies, however, these services may be subject to a higher fee schedule. As such, we request all our clients be on time for scheduled appointments and procedures.

For your convenience, we can accept drop offs for exams, surgeries, etc. To ensure that we have the space to accommodate your pet, we request you make arrangements for this in advance. There may be a fee associated with drop off cases.

We do not give treatment estimates over the phone. If your pet has a health concern you will be asked to bring him/her in for an exam so our health care team can give you an appropriate treatment plan based on the findings of the doctor.

For your protection, and that of others, pets must be properly restrained by a leash or carrier upon arrival.

If you must cancel an appointment we ask for 24 hours' notice. For surgical appointments we ask for 48 hour cancellation notice. Missed appointments may result in a fee if the hospital is not notified.

We accept cash, debit, credit cards, Care Credit and Scratch Pay. We do not accept checks. We also offer Wells Fargo financing to help make the highest quality care accessible to all our patients. We do not offer repayment plans.

The Ark Animal Clinic would be more than happy to fill your prescriptions or have your food orders ready for pick-up. Please call ahead at least 24 hours' and we will have your order ready when you arrive. Special order diets and/or medications may require pre-payment.

I hereby authorize the veterinarian to examine, prescribe for, or treat my pet(s). I assume responsibility for all charges incurred in the care of my pet(s).

I understand that payment is ALWAYS DUE IN FULL at time of service. I recognize that financial concerns should be discussed PRIOR to exam and treatment. In the event that charges go unpaid the account will be turned over to an outside agency for collection. Should this occur, the responsible party will be liable for all costs incurred, including any additional collection fees and/or court costs and attorney fees.

We love social media! Do we have your permission to share your pet(s) image and story on our social media, website, and other forms of related media? Your name and personal information will never be shared. **Yes/No**

We are not staff 24 hours a day. Please be aware that if your pet(s) require care after hours there will be a period of time that he/she will be left unattended. Your pet's primary care doctor will discuss all after hour care options with you.

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



## PATIENT INFORMATION

Patient Name \_\_\_\_\_

Breed \_\_\_\_\_ Gender \_\_\_\_\_ Color \_\_\_\_\_

Date Of Birth/Approximate Age \_\_\_\_\_ Is your pet spayed/neutered **Yes/No/Unsure**

Has your pet been to another veterinarian? **Yes/No** If so, where? \_\_\_\_\_

Does your pet have insurance? **Yes / No** If so which one \_\_\_\_\_

## DIET AND ENVIRONMENT

What food does patient currently eat? \_\_\_\_\_ Amount & Frequency? \_\_\_\_\_

Is your pet on any dietary supplements? **Yes/No** If so explain \_\_\_\_\_

Does your pet consume table food? **Yes/No** Please explain \_\_\_\_\_

Is your pet primarily indoor or outdoor? Please explain \_\_\_\_\_

Are there any other animals in the household? **Yes/No?** \_\_\_\_\_ How many \_\_\_\_\_

Do you have your pet groomed or boarded outside of your home? **Yes/No** If so, how often? \_\_\_\_\_

Do you travel outside of Las Vegas with your pet? **Yes/No** If so, where? \_\_\_\_\_

For Felines: What kitty litter are you currently using? \_\_\_\_\_

## REVIEW OF SIGNS

**Please indicate any signs or symptoms your pet may be experiencing**

Symptom/Sign	Yes	No	Briefly Explain
Attitude/Behavior			
Recent Weight Change			
Seizure Like Activity			
Vomiting			
Diarrhea			
Coughing			
Sneezing			
Lameness			
Difficulty Rising			
Itching			
Hair loss			
Growths or Lumps			
Bad Breath			

## PAST HISTORY

**Tell us a little about your pet**

History	Yes	No	Briefly Explain
Surgery's			
Illness			
Aggression with Strangers			
Aggression with Other Animals			
Heartworm Prevention			
Flee & Tick Prevention			
Allergic to Medications			
Reaction to Vaccines			

Is there any additional information you would like to share with us so we can provide the best possible care for your pet? \_\_\_\_\_

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Client ID \_\_\_\_\_

Missed appointment policy:

Thank you for entrusting the Ark Animal Clinic team with your family member.

To better serve you and your pet; if you must cancel an appointment we ask for 24 hours' notice for all regular appointments. For surgical appointments we ask for 48 hour cancellation notice. By doing this it will ensure that another client will not be prevented from potentially receiving care for their pets. The Ark Animal Clinic reserves the right to charge a fee of \$25.00 for all missed appointments ("No Shows") and cancelled appointments; which absent a compelling reason (we understand emergencies do happen), are not cancelled with 24 hours notice.

Multiple "No Shows" or same day cancellations will result in us no longer being able to schedule you an appointment. You will only be seen on a walk-in basis which may result in a longer wait time and an urgent care fee being assessed.

I acknowledge the Ark Animal Clinic's policy on "No Show" and late cancelations and understand that a fee of \$25.00 may be assessed.

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

Witness \_\_\_\_\_



At the Ark Animal Clinic, it is our goal to make sure that all of our clients and patients receive the very best pharmaceutical products available. Veterinarians are required by law to have a valid client/patient/veterinarian relationship in order to prescribe certain medications for patients. Many of the products that we carry are "for sale by licensed veterinarians only". For your convenience we have the products available at our hospital for your purchase. Our products are competitively priced, and in most cases less than the prices you find on the internet.

If you prefer, we will gladly write you a prescription in lieu of selling the product here. We do however, want your decision to be an informed one, and want you to know several things regarding prescription sales through some or all other Internet sources:

- 🐾 All major manufacturers (Elanco, Zoetis, Bayer, Merial, etc.) of veterinary specific products (Heartgard, Frontline, Interceptor Plus, Rimadyl, Anipryl and Metacam to name a few) maintain a policy of sales exclusively through licensed veterinarians.
- 🐾 Most catalog/online sources cannot obtain specific veterinary products directly from the manufacturer. They have been known to twist their words about where they obtained their product. They may report the product is from "X" manufacturer, however, they do not say they purchased from the manufacturer.
- 🐾 Most guarantees that manufacturers make regarding their products efficacy are null and void if their products are obtained through non-approved channels, i.e., most internet pharmacies. This includes the guarantee reimbursement programs for flea control, as well as all heartworm and intestinal parasite claims. This means that if you purchase heartworm medication through the Ark Animal Clinic and your pet develops heartworms (and there is reasonable proof that you have given the product appropriately), the drug company will pay for the treatment. If you purchase your medications over the Internet, this protection is voided.
- 🐾 Most catalog/online source sales of these products/medications are through non-approved channels.
- 🐾 All or most catalog/online sources will not divulge from whom they are purchasing their veterinary specific products.
- 🐾 Pharmaceuticals manufactured and labeled for you in other countries have been illegally diverted and sold through these discount houses in the US.
- 🐾 Counterfeit and short dated products have been produced.

Our products come with education to help you utilize them in the most efficient manner. We help you learn to apply the product for maximum effectiveness. The discount houses are not interested in what other medications your pet is on and if there may be any potential adverse effects or problems when your pet is on numerous medications. The Ark Animal Clinic keeps your pets records and is fully aware of the dose, dosage instructions, as well as refill information and requirements regardless of where you choose to purchase the product. Our ultimate goal is the safety of your pet, not simply your pocketbook.

If you prefer to purchase your products over the Internet, we will gladly write you a prescription for these products according to the following guidelines:

**You must come to the hospital to pick up the prescription and sign this waiver form stating that you have read and are fully informed regarding the Ark Animal Clinic's internet prescription policy.**

**All state and Federal laws apply the same as if you purchase it here. Some of the discount houses have not always followed the federal and/or state laws, but trust them at your own risk.**

**You are responsible for sending the prescription in to your choice of pharmacies. If this prescription is lost or filled improperly by the internet pharmacy, additional copies will be provided to you at handling fee of \$15.00.**

**To avoid any potential doctor-patient confidentiality issues, we will not communicate with the discount house in any form or fashion. We will not fax, or return faxes to them. We will not accept their phone calls.**

**It is your responsibility to ensure that the prescription is sent, filled, labeled, shipped and used correctly. The discount houses have a reputation for poor customer service, and we cannot be expected to take the time to oversee their operations and shortcomings. We cannot be responsible if they send counterfeit or unauthorized products to you.**

**We will not become involved in any product failure issues for products purchased through these discount houses. This includes any prescription or non-prescription products.**

**If you change your mind after we have written a prescription for you, we will be unable to fill the prescription for you here until you return the actual prescription form to us.**

**\*\*If you find an online pharmacy that is willing to prove their purchases of veterinary specific products directly from and only from the veterinary manufacturers listed above, we would like to see the details and are willing to consider changing our recommendations toward that source.**

**Owner Information:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Patient Information:**

**Name:** \_\_\_\_\_ **Species:** \_\_\_\_\_ **Weight:** \_\_\_\_\_ **lb**

**Owner Release & Waiver of Liability:**

**I assume full responsibility for the medication ( \_\_\_\_\_ ) I am receiving from a source other than the Ark Animal Clinic and will in no way hold the Ark Animal Clinic or the doctors/employees responsible for any adverse reactions resulting from purchasing my medications elsewhere.**

**Signature of client responsible for pet(s)** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The Ark Animal Clinic witness/representative:** \_\_\_\_\_