



# Apsley Veterinary Services

Melillo Veterinary Medicine Professional Corporation

*Partners in Your Pet's Health.*

9779 Highway 28, Apsley, Ontario K0L 1A0

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## Client-Patient Handbook

v. 2024

Welcome to Apsley Veterinary Services! At AVS, it is our mission to provide compassionate and individualized care to each of our patients. Each member of our team strives to maintain the most up-to-date practices and information to share with you so that you are an active member in your pet's healthcare. This handbook will provide you with our latest policies and protocols regarding important aspects of your pet's care.

### **Veterinary-Client-Patient-Relationship (VCPR)**

Congratulations, you now have an active veterinary-client-patient-relationship with Apsley Veterinary Services. To maintain an active VPCR, a veterinarian must examine your pet at least once per year. As per our governing body, the College of Veterinarians of Ontario (CVO), the VCPR must be maintained in order for our veterinarians to diagnose, treat, prescribe, and dispense medications.

### **Communication from AVS**

It is our responsibility to ensure that you are kept up-to-date on your pet's care, important information regarding our hospital, and the veterinary industry. We will ask that you provide an active phone number and email address for your file. You will automatically be opted in to receive text messages (if the number provided is a cell phone) and emails from us. You may opt-out at any time, however, please keep in mind that email is the best way for us to contact you regarding overdue healthcare services and upcoming appointments.

### **Appointments**

We operate on an appointment-only basis. This allows us to plan or schedule accordingly and handle incoming emergencies in the timeliest manner. Please call 705-656-2838 to schedule an appointment with one of our team members.

### **Emergency Care**

We will always try to accommodate your pet in an emergency. If an emergency occurs during our business hours, please call us immediately. You will speak with one of our knowledgeable team members and be triaged accordingly: proceed to AVS for care immediately, schedule an appointment if your pet is determined stable, or proceed to the Kawartha Veterinary Emergency Clinic (in Peterborough).

### **Leash & Carrier Policy**

All pets must be on a leash or in a carrier at all times when visiting the hospital. This is to ensure the safety of your pet, and other patients, as well as our clinic cat, Bigsby. If you do not have a leash or carrier, please let us know, we would be happy to lend you one.

### **No Show & Late Notice Cancellation Fee**

Due to the overwhelming need for veterinary care, if you cannot make it to a scheduled appointment, we do require 24-hours notice. This will allow us to fill the appointment spot for a patient in need. If you do not show up or cancel less than 24-hours before your appointment, a fee of \$25.00 + HST will be charged. This fee must be paid before rescheduling another appointment. If three no shows or late notice cancellations occur, we will require that all future appointments be pre-paid in full, and no refund will be issued if you do not arrive for the appointment. We do understand that some circumstances are out of your control, and we will take that into consideration.

### **Medication Refills**

We do require at least 72 business hours for medication refills. This ensures the veterinarian can review (and approve if able) the request and gives us time to order it should we not have it in stock. If a medication refill request is urgent, we do have an Urgent Prescription Fee that will be added in addition to the medication of \$20.47 + HST.

### **Special Order Food & Product Orders**

It is not possible for us to stock all veterinary diets and products. We are happy to order food and items for your pet. All special orders must be picked up within 14 days of arrival. If the product is not picked up, \$45 + HST restocking fee will apply. Alternatively, you can order food, toys, and certain veterinary products on our webstore (see myVETstore section).

### **myVETstore**

We are happy to offer an online webstore for you to access. Food, treats, toys, and more are shipped right to your house or work. We offer free shipping on all orders over \$150.00. Visit [myVETstore](#) to register for an account. Any prescription diets will be added to your account with appropriate refills to allow you to order. If you need assistance with the webstore, please send us an email.

### **MyPetWellness App**

MyPetWellness is a portal that keeps you connected with us and up to date on your pet's health. You will find upcoming appointments, vaccination due dates and more. Visit [MyPetWellness](#) to register. Note, you must register with the email address we have on file for you. Download the app – available on the Google Play Store and Apple Store.

### **Client Education**

Have a question about your pet? You can access our Client Education forum via our website. Here you can search keywords, search by species, breed and more, to help answer your questions. Click [HERE](#) to access this page.

### **Important Information**

- Our Phone Number: 705-656-2838
- Our Email Address: [apsleyvet@gmail.com](mailto:apsleyvet@gmail.com)
- After Hours Emergency Contact (KVEC): 705-741-5832
- Ontario Poison Control: 1-800-268-9017
- Animal Poison Control Centre: 1-888-426-4435 \*A consultation fee may apply.

### **Our Business Hours**

Monday: 8am – 5pm

Tuesday: 8am – 5pm

Wednesday: 8am – 5pm

Thursday: 8am – 5pm

Friday: 8am - 5pm

Saturday: 8am – 12pm

Sunday: Closed

\*We are closed on all statutory and civic holidays, and may close on the Saturday prior as well.

### **Learn More About Us**

To learn more about AVS and our team, visit our [website](#) and like & follow us on [Facebook](#) & [Instagram](#).