

WELCOME
TO PATAPSCO VALLEY VETERINARY HOSPITAL
KATHLEEN RUSSELL D.V.M.
DENISE HUSON D.V.M.

We are delighted to have you here. Our doctors, receptionists, and nursing personnel operate as a team. We take great pride in our training, knowledge, and capabilities, and we are dedicated to giving your pet(s) quality health care.

Please take a minute to give us information on you and your pet. If you have registered previously, then fill out Part One only if information has changed.

Please tell us how you heard about our hospital? Personal referral's name _____
Or circle: Website Yellow Pages Location

PART ONE:

Owner's Last Name: _____

Owner's First Name: _____

Owner's Address: _____

_____ **City** _____ **State** _____ **Zip** _____
Owner's Phone Number Home: _____ **Work:** _____

Email Address: _____

Would you like to receive email vaccination reminders from us? **YES** _____ **No** _____

PART TWO: (Please fill out this section if this is a new pet)

Pet's Name: _____ **2nd Pet's Name:** _____

Species: _____ **Canine or Feline (Please circle one)** **Species:** _____ **Canine or Feline (Please circle one)**

Breed: _____ **Breed:** _____

Color: _____ **Color:** _____

Sex: _____ **Male** _____ **or** _____ **Female** _____

Spayed/Neutered: _____ **YES** _____ **NO** _____

Birthdate: _____ **Birthdate:** _____

Reason for visit: **WELLNESS?** **or** **ILLNESS?** **Describe Illness:** _____

About Our Practice

PAYMENT: To keep the cost of your animal's medical care to a minimum, we DO NOT have a billing system. Therefore, all fees are **DUE AND PAYABLE** upon completion of your visit. If the doctor recommends procedures or medicines that you cannot afford today, please feel free to discuss other options with the doctor, to ensure that your pet gets the care it needs. Our main concern is for your animal's welfare.

OFFICE HOURS: Our office hours are by appointment only, Monday through Saturday. We value your time and will try to see your pet when scheduled. We promise to give all our patients the utmost in care and service, so please excuse any delays, if we have an emergency or critically ill patient. We will give your pet the same careful attention.

TELEPHONE CALLS: Our staff is qualified to answer many of your questions, but if needed, they will seek the advice of the doctor, in order to help you as soon as possible. If the doctor needs to speak with you personally, she will give you a call at her earliest convenience. This allows her to attend to the scheduled patients with a minimum number of interruptions.

AFTER HOURS: There are emergency services available in Catonsville and Ellicott City whenever our office is closed. Please call the Emergency Veterinary Clinic in Catonsville at 410-788-7040, or the Emergency Animal Hospital in Ellicott City at 410-750-1177. The best health care is based on good communication and a friendly mutual understanding among staff, doctor and client. If you ever have any problems, questions, or concerns, please bring them to our attention immediately. Your happiness is important to us. Thank you for your trust, confidence and support.

I have read and understand the above: _____ **date** _____