

FSVC - The Veterinary Client Patient Relationship (VCPR)

Modified 01/30/2023

A Veterinarian Client Patient Relationship exists when;

- 1) the veterinarian takes on the responsibility for providing your individual pet with veterinary care,
- 2) When the client has indicated a willingness to accept the advice of the veterinarian
- 3) When the veterinarian has sufficient and recent knowledge of your pet to provide a diagnosis, medications and a treatment plan.

The purpose of this relationship is to allow a veterinarian to know you and have sufficient and recent working knowledge of your pet so that you have confidence in our advice and recommendations so that your pet will benefit from the appropriate care, medications, and treatment.

To help facilitate this relationship below is a summary of our veterinary practice, and more detailed information can be found on our website.

Dr Eigenbrod graduated from U of I CVM in 2013 and Dr. Kilty graduated from Ross University SVM in 2019. Either one of the DVMs will be your pet's urgent care veterinarian. We have a total of six other people on our team that has had formal education in the animal health care field. To learn more about Dr. E & K's special interests and team, see our website. To contact us, please send an [email](#), or call [217-241-2287](tel:217-241-2287). When we're unavailable for emergencies you can contact the Animal Emergency Clinic of Springfield. or this 24/7 Registered Veterinary Technician Hotline at [647-695-5411](tel:647-695-5411). If either of our doctors feels your pet needs care that is above their knowledge, experience, or skillset, they will recommend that your pet be seen by a specialist while maintaining and continuing ongoing care for your pet even after the referral. During your appointment, we'll provide you with the many options available to care for your pet. Additionally, we have many resources on our [website](#) and some that we can email to help educate you so that you can make an informed decision on how to care for your pet. We'll also provide an itemized estimate and invoice to help understand the costs associated with the appropriate and agreed-upon care, diagnostics, and treatments.

Unfortunately, not all relationships last forever, and there are certain situations when you will be properly notified that our relationship needs to be discontinued.

- 1) A client's persistent non-adherence to proper treatment plans, resulting in potential threats to the welfare of the animal
- 2) A difference in philosophy as to the approach taken for diagnosing and treating animals
- 3) Verbal abuse and/or threatening behavior of a client towards the practitioner and/or hospital staff
- 4) Unreasonable demands for unnecessary medications and services or for illegal or unethical actions
- 5) Non-payment of fees owed for services rendered.

This relationship will also naturally discontinue without notification under the following circumstances.

- 1) The death of a patient
- 2) After a given period of time such that we no longer have recent and sufficient knowledge of your pet, typically two years or more without seeing your pet.
- 3) When a client moves out of the area and/or another veterinarian requests the medical records. This does not apply to referrals or second opinions.
- 4) If we discuss with you that we can establish a VCPR with the scope of services for a specific problem and its resolution, ie an ear infection for a pet that cannot access care from their regular veterinarian
- 5) After a telemedicine consultation where the scope of services has been established for a specific problem and its resolution or direction to another veterinary facility for continued care.

For more information about the Veterinary-Client-Patient-Relationship please give us a call.