



VISIT QUESTIONNAIRE

Today's Date: _____

Client Name: _____

Patient Name(s): _____



Our goal at Hawthorne Hills Veterinary Hospital is to help your pet live a longer, healthier and happier life. Because we believe you and your pet deserve the best, we are an AAHA Accredited hospital; a standard of excellence achieved by only 14% of the veterinary hospitals in the country. We stand apart from many other hospitals for a reason.

Our entire team is educated to help you understand and manage your pet's health and guide you in making the best decisions with your pet's well-being and comfort in mind. Pets are masters at hiding disease and pain which is why we believe in early evaluation and intervention. We recognize that pet care can be involved and at times expensive. However, prevention is significantly less expensive than waiting to treat established problems and early diagnosis and treatment can provide you and your pet with more options.

Your pet is counting on you. Together we can make a difference. Please don't hesitate to ask us questions.

To help us serve you and your pet best, please answer the following questions regarding today's visit.

In addition to the purpose of today's visit, I have the following concerns about my pet's health:

If the doctor identifies other health issues at this visit, how do you want to proceed?

- Discuss and take care of those issues today if time allows [your pet may need to stay with us]
- Schedule another visit to address the additional health concerns
- Review my pet's medical care plan (prioritize the problems) and talk with my family about the options
 - I will need a general estimate
 - I will need a detailed estimate and time to budget
 - I have pet insurance I do not have pet insurance

Regarding communication about your pet's overall health care, including preventive measures that you can implement at home, which do you prefer?

- I want detailed information from the doctors and staff, including handouts
[It may be necessary to schedule additional appointment time]
- I want information but I will need time to think about it; give me the basics for now
- I want handouts that I can read at my leisure and I will follow-up at another time
- I prefer to research health issues on my own and will ask for help when needed

Our team will call you for progress reports regarding your pet's health and treatment plan.

In addition, general reminders are sent via e-mail (through Pet Portals) or postcard.

Please notify our front desk staff if you prefer to receive communication from us using another method.