



Harmony Hill
Animal Hospital

Harmony Hill Animal Hospital

23520 Overland Drive Suite 110

Sterling, VA, 20166

Ph: 1-571-200-8500

Fax: 703-665-2240

Email: info@harmonyhillanimalhospital.com

Client Registration

Contact Information

Primary Contact

Full Name: _____

Address: _____

Primary Phone (home/work/cell): _____ Secondary Phone (home/work/cell): _____

Email Address: _____

Preferred contact method for communication: Email Phone

Preferred contact method for reminders: Email Phone

Date of Birth: _____

(Required for filling controlled medications)

Driver's License or Social Security #: _____

(Required for writing checks)

Additional Contact:

Full Name: _____

Address: _____

Primary Phone (home/work/cell): _____ Secondary Phone (home/work/cell): _____

Email Address: _____

How did you find us? _____

MEDIA POLICY:

We love social media! Do we have your permission to share your pet(s)' image and story on social media, our website & other forms of related media?

Yes, I authorize HHAH to share my pet's photo & story at any time.

No, I do not authorize this.

FINANCIAL POLICY:

Our office accepts Visa, Mastercard, Discover, and American Express, along with cash and checks (only with current DL or SSN information on file). **Full payment is due at the time of service.** Our staff is happy to provide any client with a written treatment plan prior to services being rendered. Clients will be responsible for a 1.5% monthly finance charge on accounts over 30 days and any collection fees on accounts over 90 days, as well as a \$25 fee for any returned checks. As of June 1, 2019, we offer 6 months, no interest financing via Care Credit for clients in need of a credit plan as well as options through ScratchPay. No other payment plans are offered at this time. Your signature below indicates your agreement with this policy.

Client Signature _____

Date _____



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Virginia Veterinary Hours Disclosure Form

In accordance with Virginia Law, effective July 1, 1991, this form must be read and signed by an agent of an animal being left in the care of Harmony Hill Animal Hospital.

Harmony Hill Animal Hospital's regular business and medical staffing hours are as follows:

Monday, Tuesday, & Thursday: 8:00-5:00pm

Friday: 8:00-7:00pm

Alternating Saturdays: 8:00-1:00pm

Wednesday & Sunday: Closed

We are closed on New Year's Day, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, and Christmas Day. Additionally, we do not have in-house, on-duty continuous medical staff during the follow times:

- Overnight - from closing time until opening at 8:00am the next business day as listed above
- Weekends - from closing time Saturday at 1:00pm until opening Monday morning at 8:00am
- Holidays - from closing time the day prior until opening at 8:00am the day after as listed above

A veterinarian and technician are on-call on weekends and holidays and will make visits at reasonable intervals to assess patients as needed.

Any pet left after business hours will be assessed prior to the departure of the overseeing veterinarian. Should the veterinarian feel your pet will be best attended at a 24-hour facility, we will recommend transfer to the facility of your choice, with transfer provided by Harmony Hill Animal Hospital as required, at the expense of the owner. Please note that 24-hour medical care is available at:

Dulles South Animal Emergency and Referral Hospital

25067 Elk Lick Road, South Riding VA 20152 | 703-327-0871

The Life Center

165 Fort Evans Rd NE, Leesburg, VA 20176 | 703-777-5755

I have read this form and I am aware of the hospital's staffing procedures.

Client Signature _____

Date _____



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Mutual Respect Policy

Harmony Hill Animal Hospital seeks to continually provide a welcoming and safe environment for all our clients, patients, and our employees. This is a place of healing where everyone is treated with dignity and respect. As such, there are certain behaviors which will not be tolerated:

- Verbal abuse, malicious or harmful statements about others, or profanity
- Any form of harassment
- Making threats or intimidating tactics
- Allow your pet to threaten or intimidate another person(s) or patient(s)
- Public disclosure of another's private information
- Failure to comply with requests by our staff, including leashing/restraining your pet, wearing a face mask, etc.

In the event that your behavior does not comply with our client conduct policy, we reserve the right to discontinue providing services immediately. Non-compliance with our policy may result in corrective action being taken, which may include being asked to leave the property and the possible involvement of law enforcement. We truly appreciate your cooperation and understanding and look forward to serving you.

Please sign below as acknowledgement of this policy.

Client Signature _____

Date _____