

Welcome Information Packet



**Brockville
Animal Hospital**

*Thank you for trusting us
with your pet's care!*

We would like to take this opportunity to thank you for trusting us with the care of your pet! Our modern, state-of-the-art hospital has been caring for pets for over 40 years. We take great pride in every relationship we build with pets and their families and are excited to welcome you into the Brockville Animal Hospital family!

The team is always here for you. Please contact us anytime with any questions you may have. If you would like to make an appointment for your pet please call our office: 613-345-3401.

Hospital Hours:

We offer extended hospital hours for you and your pet.

Monday:	8:00am – 8:00 pm
Tuesday:	8:00am – 8:00 pm
Wednesday:	8:00am – 5:00 pm
Thursday:	8:00am – 5:00 pm
Friday:	8:00am – 5:00 pm
Saturday:	8:00am – 4:00 pm

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Emergencies:


We are available during regular hospital hours for emergencies. If you have an emergency, please call 613-345-3401 ahead so That we can be ready for your arrival at the hospital.

We combine efforts with other local veterinary hospitals for after-hours, on-call service outside of our regular hospital hours. If you have a true emergency after 8:00 p.m., you can call 613-345-3401 to receive instructions on how to reach the closest after-hours emergency hospital. For after hours we direct emergencies to the Ottawa Animal Emergency & Specialty Hospital (24 hour emergency hospital), 1155 Lola St #201, Ottawa, ON K1K 4C1. Phone: (613) 745-0123.

Brockvillevet Loyalty Program Members:

Our [Brockvillevet App](#) is the secret to our amazing Loyalty Reward Program! Download our app today and become a member. The [Brockvillevet app](#) and Loyalty Rewards program is one of the fastest growing and most popular apps in the area! See what it's all about and how you can benefit from our app by downloading today!

Loyalty Rewards Program



DON'T FORGET YOUR REWARDS!

Get our app.




\$100 SPENT = 1 PAW

Earn a stamp for every \$100 spent (per invoice)



16 stamps = \$100 credit on a future visit!

- No expiration date
- Invoice must be paid in full at time of service to receive reward paws
- Reward cannot be used at visit redeemed
- See mobile app for complete list of program rules




Download our FREE App!

Search Brockville Vet

- Join our Loyalty Program and earn rewards for your purchases!
- Receive notifications about important pet health and hospital updates!
- Request appointments & refills right from your smartphone!
- Send us a Selfie Shot of your BFF!





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By signing up to be a [BAH P.A.W. Plan](#) member you receive a selection of preventative healthcare for one full year of your pet's life with easy and affordable monthly payments. Different plans provide a variety of healthcare options; from vaccines to spaying/neutering and blood work! Most plans include a 5-10% discount on all other products and services!

We work closely with the [Petcard iFinance program](#). Petcard offers a simple and affordable way to finance the treatment or product your pet needs and it allows you to get it without delay. Petcard's veterinary financing programs ensure that you don't delay the treatment your pet needs due to cost concerns by offering you a variety of financing terms with convenient monthly payments. They will pay your veterinary or service provider in full now and you can repay them in affordable monthly payments.



Together we can give our best friends the best chance possible for a long and healthy life!

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It's Great to be Different:

We love what we do and it shows! We believe that when you change the way you look at things, the things you look at change. We aim to give you and your pet the best experience with every visit!

- Newly Expanded & Renovated Facility
- [Payment Options Available](#)
- Extended Hours
- Therapeutic Laser & Acupuncture
- [App & Loyalty Program](#)
- [24/7 Online Vet Store](#)
- Fast Digital Radiology
- Annual Wellness Care
- Cat-Friendly Room
- Exotic & Avian Medicine
- Surgery / Dentistry
- On-site Lab & Pharmacy
- Personal Approach to Your Pet's Needs
- Over 40 Years of Service with Excellence
- One Exceptional Team!



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Why People and Pets Love Us:

"I highly recommend Brockville Animal Hospital. They have been amazing with our dog Dusty (he has had a lot of issues through his life so we are frequent flyers). Every time we go we feel like family, and everyone there is so kind and compassionate. Thanks for all you do!"

"2 of our kittys so far have been in to see the wonderful vets here and I cant express how amazing and how awesome they are !!! Feel so comfortable leaving our fur babies with them I would recommend this location to anyone :)!!"

"So super happy with this vet!! They took such amazing care of my pup RJ and they even followed up! They truly care about you and your animals!"

If you love us, leave us a review!



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Arrival:

When you arrive for your pet's scheduled appointment, please call the clinic at 613-345-3401 to let us know you have arrived. A team member will give further instructions at that time.

If you are picking up pet food, medications or products, please call us from the parking lot to advise of your arrival and we will arrange to get your items out to you.

Please park in the South parking lot facing Garden World, unless otherwise advised. Try to arrive 5 minutes before your scheduled appointment time.

We request that all dogs be on a leash and all cats be in carriers prior to entering our hospital. We want to prevent pets from escaping and potentially being in a harmful situation.

Our goal is to provide quality, individualized medical care in a timely manner. In order to do this, we operate by appointment. Emergency cases shall always receive priority, which is why occasional appointment delay is inevitable. Please know that we make a sincere attempt to see each client on time, and ask that you give us a courtesy call with 24 hours notice if you need to cancel or reschedule. Your early cancellation will allow us to provide another patient access to timely veterinary care.

Late Arrivals:

Late arriving appointments may be asked to reschedule if the veterinarian's schedule cannot accommodate. Priority is given to patients that arrive on time. If you require additional appointment reminder calls, please let us know, as we would be happy to accommodate your request.

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No Show Appointment Policy:

Clients who miss their appointment without cancelling by phone 24 hours prior will be considered a “No-Show”. Missed appointments without notice interfere with our ability to provide service to pets who could have used that time. A failure to be present at the time of a scheduled appointment will be recorded in the patient's file and will result in a \$95.00 +tax charge, the cost of an examination. The client may be required to prepay for future appointments.

Experience:

We know that there can be stress associated with taking an anxious pet to the veterinarian. Please let us know if we can help to make your visit more pleasant. We can help by providing ideas that start with the car trip from home, and trying different approaches in the exam room. Please ask for more information.

Prescription Policy:

Please allow 48 hours for prescription refills and food order processing. Compounded medications can take up to 7 days to process as they are ordered specifically for the individual patient. We are required by the College of Veterinarians of Ontario to have a valid “Veterinary-Client-Patient” relationship prior to the prescribing of any medications. Many prescriptions will require your pet to be examined prior to refilling/dispensing; some medications may also require routine bloodwork. This ensures that your pet is improving and provides confirmation that the medication is appropriate for your pet's current condition. Our doctors must also feel comfortable that a prescription is being made in the best interest of your pet's well-being and safety.

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Payment Options:

All charges are due at the time services are rendered. We accept cash, Visa, Mastercard, or debit. We do not accept cheques. We use [Petcard iFinance program](#) and we have Pet Affordable Wellness Plans ([P.A.W. Plans](#)). Please ask for more details.

During COVID-19, payment over the phone by Visa or Mastercard is preferred.

Children:

We encourage families to come with their children as it is a fun learning experience to come to see the veterinarian. We request that children ask permission prior to approaching other client's pets, as not all pets are friendly with new people.

There is more information about our services on our website, www.brockvillevet.com
Thank you for allowing us to help you take great care of your pet.
Don't hesitate to contact us with any questions or concerns.

Sincerely,

Your Trusted Pet Care Team!

**Brockville Animal Hospital
681 Stewart Blvd.,
Brockville, ON K6V 5T4**

**Phone: 613-345-3401
E-mail: info@brockvillevet.ca
www.brockvillevet.com**

