



THE GRAND LAKE VETERINARY HOSPITAL
3331 Grand Avenue , Oakland, CA 94610
(510) 350-8538
www.grandlakevet.com

Welcome!

*Thank you for entrusting us with the care of your four-legged family members!
We look forward to getting to know you and your family.*

Veterinarian-Client-Patient Relationship

California Veterinary Medical Board regulations require that a doctor at our hospital has performed a physical exam on each individual pet within the last year in order to prescribe medication, authorize prescription refills, or perform any treatment within our facility including nail trims, bathing, etc. A violation of this law puts our doctors' license at risk.

Appointments

We ask all clients to schedule appointments in order to allow ample time for all patients. Emergency cases always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time. In consideration of all our clients and patients, clients who are unable to arrive at the requested time of their appointment may be asked to reschedule.

Patient Arrival

For your, your pets', and the safety of others, all dogs must be on a leash and properly controlled while in the waiting area or exam rooms. All cats must be presented in an appropriate carrier.

Payments

We require full payment at the time that services are rendered. For your convenience, we accept Cash, Check, Visa, MasterCard, American Express, Discover, or Care Credit. If you authorize a third-party representative to present your pet for treatment in your absence, payment is also required at the time services are rendered.

Privacy

We recognize the importance of protecting the personal privacy of our clients and our patients. At no time is any information given out about the client or the pet without the consent of the owner. If you would like to grant access to your pets' medical record to someone other than yourself or the secondary owner listed on the registration form (dog walkers, pet sitters, etc), please do so in writing (email is acceptable).

Vaccinations

For the safety of all animals in our care, when a patient stays in our facility, we require that all vaccinations be up to date unless exempted by a veterinarian.

Prescription Refills

We ask for at least 24 hours notice when requesting prescription refills. Your pet must have had a physical exam here for us to approve a refill request (see Veterinarian-Client-Patient Relationship section above).

Return Policy

As with a human pharmacy, prescription products that have left our facility cannot be returned. While this includes heartworm and prescription flea products, should your pet have an adverse reaction to any heartworm or prescription flea products purchased here, we will work with the manufacturer to obtain a refund. Unopened or defective over the counter products, dry or canned dog and cat food (whether opened or unopened) may be returned or exchanged because they are guaranteed by the manufacturer.

Pet Insurance

We can submit insurance claims on your behalf. Please provide us with a blank, signed claim form (please leave the date blank) and we will keep it on file. Just remind us at check out to submit the claim.