

Client Expectations

Rocky Valley Veterinary Services



Dr. Hillary Hancock

We truly appreciate and value our clients and want to ensure all policies and procedures are straightforward and well communicated.

To be considered a current client and take advantage of our 24/7 emergency services as well as preferred client discounts on emergency visits and exams, your horse(s) should be seen by RVVS annually for preventative medicine (vaccines, Coggins, dentals) and your account be in good standing. Emergency visits will be extended to non-clients, or clients carrying a balance on their account, at the discretion of the veterinarian. Sick animal visits do not qualify for establishing yourself as a current client.

Payment is due at time of service provided or upon receipt of invoice; cash, check, and credit/debit cards are accepted. Returned checks will result in a \$50 fee and termination of services.

Communication:

1. During normal business hours please call or text Dr. Hancock 865-566-8359 with questions, or to schedule an appointment. Please leave a voicemail or send a text message if your call is not answered. Missed calls without a voicemail or message will not be returned.
2. **Please bear in mind normal business hours when calling or texting: Monday-Friday 8AM-5PM**
3. If you have an emergency outside of normal business hours please CALL 865-566-8359 and leave a voicemail! Text messages may not be answered urgently.

Labwork:

1. All lab results will be reported in a timely manner by phone call or email and may take 7-10 days unless directed otherwise.

Online Pharmacies:

1. If you are purchasing a prescription from an online pharmacy (chewy, valley vet etc). Approvals may take 5-7 days.
2. Place your order with the pharmacy of your choice and input Dr. Hillary Hancock- Rocky Valley Veterinary Services. The pharmacy will contact me directly.

Emergencies

1. Current clients in good standing are offered emergency services 24/7. If you have an emergency, please call and leave a voicemail. 865-566-8359
2. If Dr. Hancock is unavailable, a back-up plan should be in place. It is a good idea to have an option to haul your horse if a farm call cannot be made. Dr. Hancock will work with you to help your horse get care! Emergency transport can sometimes be arranged if necessary.
3. Emergency Fees will be assessed for after hours/weekend visits, and for daytime emergencies. A \$65 discount to each emergency fee is applied to all current clients in good standing.

Other

1. All animals must be restrained when Dr. Hancock arrives. Any time spent waiting for animals to be caught will be charged by the minute and fees may vary.
2. Telemedicine fees may apply to consultation calls or texts. All fees will be invoiced automatically and may vary depending on the nature of call/text and time.
3. Accounts will be sent to collections at 60 days past due and all services immediately terminated.