

Welcome to our JVA Family

WELCOME to our practice. We are excited that you joined our extended family that includes cats, dogs, rabbits, guinea pigs, ferrets, snakes, birds, ducks and mice. We welcome the opportunity to serve you and help your pet. The most important thing you need to know is that our relationship will be based on **TRUST**. Here are a few suggestions to make *our relationship* as pleasant and longstanding as possible. As an AAHA-Accredited practice since 1958, *we do things a little differently here and our clients are a different breed.*

Our Expectations of You

1. Be honest. We rely on you to be transparent about your pet's condition and symptoms at all times.
2. Keep your appointment times. Cancelling and/or rescheduling appointments at the last minute is very challenging. We value your time as well and therefore adhere to a structured schedule instead of a walk-in based schedule.
3. Be prepared. Please send all your pet's records prior to your appointment or come with all your pet's previous records including emergency visits and specialty visits. This helps save time and confusion during your visit.
4. Secure your pets. Please have your dog on a leash and your cat or pocket-pet in a carrier. For the safety of our staff, doctors and other clients and patients in the office, this is absolutely important.
5. Be educated. We trust that our clients understand why it is important for their pets to have annual testing including heartworm, fecal and overall comprehensive blood screens. To belong to our family, you must believe in preventative care.
6. Trust our recommendations. Every single employee of this practice has the best intentions for your pet. Period.
7. Be respectful and kind. Please refrain from using cell phones and/or electronic devices in exam rooms. Using harsh, vulgar, deeming and/or condescending language to ANY of our staff will not be tolerated. In fact, this will result in your records being sent to another practice of your choice.

Our Commitment to You

1. Being honest. We will always be transparent about your pet's condition and diagnosis at all times.
2. Staying on schedule. While we do not see walk-ins, we do see emergency cases that need our attention. We trust that if the situation was reversed, you would appreciate our doctors taking the time to help your pet.
3. Being prepared. When it's your pet's turn to be examined and/or treated, we promise to provide the best medical and surgical care. And when we are not able, we will happily refer you to another hospital that can.
4. Guarding your pet. While in our care, we will treat your pets as if they are our own.
5. Continued education. We will continue to lead and be up-to-date with the latest medicine, surgical and diagnostic procedures available and bring them to our JVA family. We believe and trust in preventative care.

6. Thoughtful recommendations. We will use our knowledge and experience to provide the best treatments plans for your pets while working with your family's budget. Period.
7. Always respectful and kind. Our clients are our best marketing agents. We know that word-of-mouth is still very important in our community.