

AMC Client Bill of Rights

At the Schwarzman Animal Medical Center, we are committed to providing the highest level of patient care and safety, as well as excellent client communication.

Please review the below Client Bill of Rights and share with anyone involved in your pet's care.



OUR COMMITMENT TO CLIENTS

- Your pet will receive respectful care in a clean and safe environment.
- Confidentiality will be maintained as part of the veterinarian-client relationship.
- You will be informed of the veterinarian leading your pet's care team.
- Your primary care veterinarian will be notified regarding your pet's status.



WORKING TOGETHER TO GIVE YOUR PET WORLD-CLASS CARE

- You will receive complete information about your pet's diagnosis, prognosis, and a cost estimate.
- All medical recommendations for care will be based on the welfare of the patient, the needs of the client, and the safety of the public.
- Your decisions regarding your pet's care will be honored and respected.
- You will receive regular communication updates while your pet is in AMC's care.
- You will receive all the information necessary to elect a treatment plan for your pet.



AFTER YOUR VISIT

- All hospitalized patients will receive clear discharge instructions and contact information for follow-up communications.
- You will receive an itemized bill with an explanation of charges.
- Upon request, you will be provided with medical records.
- You may respectfully communicate any concerns about our service without fear of retaliation. A full medical review will be conducted following all complaints by our Client Satisfaction team.