

Client Responsibilities

A successful relationship between Angell and its clients requires your strict adherence to the below mentioned client expectations. While we recognize that our clients are oftentimes navigating difficult, stressful, and emotional circumstances, we ask that everyone remain respectful of our staff, other clients, and patients at all times.

As a client of Angell, you are expected to...

...maintain a respectful and considerate demeanor when communicating with any member of the Angell team, as well as other clients and patients.

...be respectful of Angell's obligation to provide timely and equitable care to other patients in addition to your own.

...disclose complete and accurate information about your pet's health and behavior history, including providing access to previous medical records.

...read, understand, and honor any consent forms / estimates that you sign.

...properly leash or crate your pet while on site and limit any interactions with other animals / clients during your visit in order to ensure client and patient safety.

...honor your financial obligations and Angell's agreed upon payment policies.

...provide timely responses to communication attempts during your pet's hospitalization and acknowledge that, if you don't, Angell may need to provide treatment in the meantime and you'd be held responsible for the associated costs.

...adhere to Angell's administrative and operational procedures, including visiting policies, health protocols, leashing requirements, payment policies, and appointment scheduling / cancellation rules.

...work collaboratively with your pet's care team to develop and execute the agreed upon follow-up treatment plan (...including future visits / at-home care).

...ask questions if you do not understand instructions or information, and share any feedback or concerns with your care or service in a timely, respectful manner.

...accept the consequences for actions / behaviors inconsistent with these expectations, including potential termination of the hospital / client relationship.