

Client Rights

The staff at Angell are committed to providing patient care and client service in accordance with the following client rights. We endeavor to manage every client interaction graciously and with respect to the reality that our clients are often unfamiliar with our policies / facilities and may be navigating anxious, stressful, worrisome situations.

As a client of Angell, you have the right to..

...compassionate, respectful care and communication from every doctor, staff member, and volunteer at Angell Animal Medical Center (AAMC).

...receive equal treatment regardless of race, color, religious creed, gender, gender identity or expression, sexual orientation, age, disability, veteran / active military status, marital status, national origin, ethnicity, citizenship or immigration status.

...patient care for your pet provided by properly licensed veterinarians and suitably trained technicians and support staff.

...appropriate treatment and safe handling for your pet at all times in accordance with American Veterinary Medical Association standards.

...clear and accurate information about AAMC policies, including payment policies.

...a private place in our facility to discuss sensitive matters if you require it.

...translation services provided at Angell's expense so that information regarding your pet's care can be provided in your preferred language.

...clear and accurate information about your pet's health and prognosis, so that you can participate collaboratively in determining a treatment plan with knowledge of the risks / benefits associated with accepting or denying each available option.

...share your personal financial circumstances with Angell staff, without fear of judgement, for consideration in deciding your pet's proposed treatment plans.

...receive copies of your pet's medical record upon request and expect that hospital staff will always manage your medical and personal information privately.

...information, when requested, regarding the costs of tests, diagnostics, or treatments prior to them being performed.

...respect for your time and, when feasible, clear communication regarding any anticipated delays relating to your visit or your pet's treatment plan.

...a timely and courteous response to any concerns you raise regarding the quality of care or service that you and your pet receive.



Kindness and Care for Animals®