

Lois Bates Acheson Veterinary Teaching Hospital
Client Rights & Responsibilities

Client Rights

As a client, you are entitled to:

- Considerate, respectful, and impartial care from every doctor, student, and staff member.
- Accurate and easily understood information about your animal's health, hospital policies & procedures, including payment policies.
- Know the names and positions of the persons involved in the care & treatment of your animal.
- Know your animal's diagnosis, prognosis, treatment options and the risks and benefits of each option.
- Participate in decisions about your animal's care.
- Decline treatment, and to receive a full explanation of decisions on the part of veterinarians to decline treatment.
- Talk in confidence with staff members and veterinarians, and to have your animal's health care information protected.
- Receive information about clinical trials your animal may be eligible for and, in turn, approve or decline participation.
- Fair, fast & objective review of any complaint or request you have regarding the Veterinary Teaching Hospital.

Client Responsibilities

As a client, you are responsible for:

- Ensuring healthy habits in your animal, such as exercise and diet.
- Disclosing accurate and complete information about your animal(s) health and medical history, including behavioral issues that may affect the safety of other patients or hospital personnel.
- Working collaboratively with providers to develop and carry out agreed-upon treatment plans.
- Asking questions if you don't understand
- Using client feedback processes to address issues that may arise and clearly communicating your wants and needs.
- Recognizing the reality of risks and limits of the science of veterinary medical care.
- Maintaining the awareness of the Veterinary Teaching Hospital's obligation to provide timely, equitable care to other patients.
- Accepting that we are a teaching hospital, your animal will be seen by a team that includes students, technicians, and veterinarians (faculty, residents, fellows, and interns).
- Meeting financial obligations.
- Maintaining respectful behavior (including tone of voice & language) towards other clients, students, and hospital personnel at all times.
- Abiding by administrative and operational policies & procedures, including visiting hours, leashing/carrier requirements, payment, and appointment scheduling & cancellation policies.



Oregon State University
Acheson Veterinary
Teaching Hospital