

DCES CODE OF CONDUCT

You are a vital participant in your pet's medical care. A trusting and respectful partnership between the pet owner and our healthcare team is essential to your pet receiving the very best medical care.

To help us ensure we achieve our mission to provide each pet with individualized quality care, we have outlined below the standards of behavior expected of all our team members and pet owners.



Our healthcare team is expected to:

- Show compassion toward all pet owners and patients, and act with integrity and professionalism.
- Not discriminate against any individual or group of individuals.
- Prioritize patients based on the principles of triage and provide care as promptly as possible.
- Communicate clearly and respectfully when discussing medical recommendations, treatment plans, and discharge.
- Provide regular updates regarding your pet's progress while in our care, and answer all questions to the very best of our ability.
- Keep you informed about the costs of your pet's care, and provide updated estimates for continued care where necessary.



In return, we expect that all pet owners:

- Treat all individuals with respect, kindness, and courtesy at all times.
- Not discriminate against any individual or group of individuals.
- Provide accurate and factual information when completing required forms and consents.
- Communicate any concerns regarding care, service, or invoicing respectfully.
- Ask questions if there is any part of our care or communication that you do not understand.
- Provide prompt payment for the costs of your pet's medical care, per our hospital's financial policies.
- Provide feedback about services and how services are delivered.

We understand that having a pet become suddenly and unexpectedly sick or injured is very stressful. Emotions such as fear, anxiety, anger, confusion, and sadness are normal under these circumstances. We are here to listen and to help you to navigate through this difficult time.

We do, however, have the right to refuse service to anyone who becomes verbally or physically abusive to any member of our team, and under those circumstances, you will be asked to leave the hospital, and treatment of your pet may not be possible.