**Terms of Service Agreement**

**Authorization to Provide Mobile and Home Care Veterinary Services**

**Professional Veterinary Services**

**Payment and Billing**

I authorize Mausbach Mobile Veterinary Care, LLC (“MMVC”) as well as its doctors and medical staff (the “veterinary professionals”) to provide veterinary services, medical care, and treatments to my pet(s) within my home and the veterinary clinic. MMVC is neither responsible nor liable for any damage or injury to property, pet(s), or person(s) during the home or clinic veterinary visit, administration of veterinary services or medical care.

I acknowledge that every precaution will be recommended and taken for the safety and well-being of all participants including the pet, doctors, medical staff and property owner(s), as well as the responsible parties. Anxiolytic or sedative medications may be required prior to administration of any veterinary services based on the pet temperament and determined by the assessment of the veterinary professionals. If anxiolytic medications are required (either via injectable sedation methods or oral medication administration), I acknowledge the home care visit may need to be rescheduled and/or additional professional service charges (time, medications, and resources) will be incurred. I acknowledge that it is the veterinary professional’s determination for the safety assessment of the circumstances.

Due to the unpredictable nature and behavior of animal patients and their response to unfamiliar, new, or stressful situations, different animal restraint methods, defined as a means so that the animal is prevented from injuring itself or others, may be required to safely and effectively perform veterinary services, medical care, or treatment(s). Animal restraint methods include but not limited to verbal commands, use of positive reinforcement techniques (treats, acupressure, or pheromones), physical restraint techniques, restraining aids (muzzles, towels, restraint bags, or leashes), or chemical restraint (injectable administration medications or drugs).

In the event a home veterinary visit needs to be postponed or rescheduled because of the pet’s behavior or for any reasonable justification, I acknowledge that the charges incurred for all services provided (home care visit, travel time, etc.) up until cessation of the visit as determined by the veterinary professionals are due at the time of service. I also acknowledge that there may be additional charges for the follow up visit either performed during a 2nd home visit or visit to an authorized veterinary facility to complete veterinary services, medical care, and treatment(s). I agree to indemnify and hold MMVC harmless from and against any claims and losses arising from the visit except to the extent such claims and losses arise from the gross negligence, recklessness or willful misconduct of MMVC and its veterinary professionals. Any such claims or losses will be limited to the amount of the fees paid to MMVC for such visit.

**Professional Veterinary Services**

Most professional service fees are charged at an hourly billing rate rounded in 1/10th increments. While exam & consultation visits have pre-determined set charges, it is important to note that charge reflects a specified amount of time only. Visits extending over the specified time, may be subject to additional professional service fees.

Professional service fees may include but are not limited to phone, email, & text communications, virtual (telemedicine/teleadvice/teletriage) visits & consultations, prescription (refill) requests & approvals, information assembly & research – including previous medical record collection or review, symptom/disease investigation, outside specialist consultation, and treatment, therapy, or medication adjustments.

Professional services (including exam & consultations) performed outside normal business hours (Monday-Friday 8am-6pm & Saturday 9am-2pm) may be subject to a 20% increase in the base professional service hourly rate(s).

**Payment & Billing**

Payment is due at the time services are rendered. Check, Cash or Debit Card Preferred. Visa, Mastercard, Discover, and AmEx also accepted. A 3% total invoice card processing charge will be added to the invoice for all credit card transactions. Please make all checks payable to Mausbach Mobile Veterinary Care, LLC. A $50 fee & loss of check writing privileges will be assessed for any returned checks.

Virtual services (video, phone, email, text, or fax communications) as well as patient investigation and disease or symptom research will accumulate by calendar month and be billed monthly. Any billed services are due when the invoice is generated. A $50 late fee will be assessed for any payments received >30 days from invoice generation.

***To avoid late fees***, it is advised to keep a form of payment (credit or debit card) on file (safely token-encrypted and stored within the practice management software system) with Mausbach Mobile Veterinary Care LLC), therefore payments can be processed when services are rendered.

|  |  |
| --- | --- |
| **Signature of Pet Owner (Financially Responsible Party)** | **Mausbach Mobile Veterinary Care, LLC**  Dr. Lisa Mausbach    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |