ERSKINE & ASSOCIATES

EQUINE VETERINARY PRACTICE

New Client Agreement

Welcome to the veterinary practice of Erskine & Associates Equine Veterinary Practice, LLC. Dr. Michael Erskine, Dr. Suzanne Welker, Dr. Alexandra Yerkes and Dr. Marquis Harper are affiliated with a group of independent equine veterinarians known as Damascus Equine Associates (DEA). The members of DEA include Dr. Roger Scullin, Dr. Peter Radue, Dr. Edward Radue, Dr. James Lewis and Dr. Megan Snyder. Each veterinarian has their own ambulatory practice that covers most of Montgomery and Howard Counties and includes parts of Carroll and Frederick Counties.

Damascus Equine Associates practice is a full-service ambulatory equine practice that provides comprehensive primary care for our patients and clients. We share emergency coverage so you may see one of the other veterinarians in case of an emergency. Our practice provides comprehensive primary care services for our patients and clients including emergency services. In order to provide this level of care, we are unable to provide emergency services for clients of other veterinary practices. A current annual Rabies vaccination is required for all patients.

If your horse has an emergency:

- If it is during office hours (Monday-Friday 8:30am-5:00pm), call or text the office directly at 301-829-4977. If you don't get a response within 15 minutes, call the emergency line at 240-782-8350.
- If it is after hours or on the weekend, Call the emergency line (240) 782-8350
- If you have an urgent problem and have not received a response from a veterinarian within *15 minutes*, please try again.

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In order for us to provide veterinary care (routine or emergency) for a patient, a fully completed new client form must be on file.

Please complete and return the following forms by fax, email or mail.

Client Information

Name: _____

Name of financially responsible party (required if under 18): _____

Address: _____

Preferred method of contact: _____

Home phone: _____ **Work phone:** _____

Cell phone: _____ **Other:** _____

Email: _____

Date of birth: _____ **Are you in the military?** _____

Do you want to *opt out* of electronic statements? _____

If you have been referred by one of our clients, please let us know so that we can thank them.

_____

·· Erskine & Associates Equine Veterinary Practice, LLC ··
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Appointment Policy

We strive to provide excellent medical care to your horse(s) and the rest of our patients. To be consistent with this, we would like to describe our appointment policies. When an appointment is scheduled, that time has been set aside for your horse(s) and when it is missed, that time cannot be used to treat any other horse(s).

For health program appointments that are scheduled in advance, we will contact you to remind you about the appointment. We ask that you confirm with us **by noon the business day before the appointment**.

At that time, we will also:

- Request that you confirm the name(s) of the horse(s) on your list.
- Ask about any additional services you would like us to provide during that visit if time permits. **Please note, that if you don't inform us about additional services ahead of time, we might not have time at that appointment and you will have to schedule another appointment. This includes examinations and lists of questions.**
- Provide you with a two hour time window in which the doctor will arrive.
- Remind you that, in order to maintain appointment schedules, it is important for you to have your horse(s) ready (in stalls if available) before the doctor's arrival.
- Ask how far in advance of the doctor's arrival you would like to be called or texted so that you have adequate time to prepare for the visit.

This also allows us to be organized for the next day. Supplies, including vaccines, are stocked in advance so the doctor may not have enough supplies for horses that are not on the list. Changes to the list during the appointment may result in additional appointments/fees to perform unscheduled services.

We request that you please contact our office **by noon the business day before the appointment** in the event that you need to reschedule your appointment.

Cancellations without prior notice or missed appointments may be subject to a fee.

Emergencies and other unplanned delays do occur. Make sure that the office has a number where you can be reached the day of your appointment along with any time constraints in the event of schedule changes.

We hope that these policies will help our appointments run efficiently. We thank you in advance for your understanding.

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We want to inform you of some important updates to our prescription policy.

When ordering medications, we offer four options to obtain items directly from our practice. We are also pleased to offer a 20% discount for payment at the time of dispensing at the clinic, farm, or for drop-ship items:

- **Purchase from Veterinarian's Trucks:** You can also purchase medications directly from our veterinarian's trucks during your horse's appointment. Please inform our office before your appointment so we can ensure the necessary medications are brought with us.
- **Pick-Up at Our Clinic:** You can pick up your horse's medications directly from our clinic. We request 24-hours' notice when coming to pick up prescriptions to ensure they are prepared for you.
- **Drop-Ship Service:** We offer a drop-ship service for most medications delivered directly to your home. The $11 shipping fee is from the distributor for overnight shipping on orders under $300. Drop ship items usually arrive the next day.
- **Online Pharmacy:** Our online pharmacy provides a convenient way to order your horse's medications, often with competitive pricing and direct delivery to your home. Welcome to MyVetStoreOnline

If you prefer to use an outside pharmacy, we offer two options for obtaining a written prescription:

- **Electronic Prescriptions:** We provide electronic prescriptions via email that you can send directly to your chosen pharmacy. Note that some outside pharmacies may require you to print and mail the prescription yourself.
- **Written Prescriptions:** We can provide a written prescription with an ink signature for a $10 fee. However, please be aware that our veterinarians are minimally present at the clinic due to our status as an ambulatory practice, where much of our time is spent in the field. Additionally, our office employees work remotely, which may cause delays in preparing written prescriptions. We recommend contacting us in advance if you need a written prescription, as it may take longer than expected to be ready for pick-up at the clinic.

While all prescriptions issued by our clinic comply with Maryland state law, outside pharmacies have the discretion to accept or reject these prescriptions based on their own policies. To ensure the accuracy and safety of your horse's medications, we will no longer provide verbal authorizations to outside pharmacies. This policy is in place to prevent potential errors associated with verbal communication. All prescriptions must be handled electronically or in writing to maintain accuracy and compliance with our standards.

Long hold times and extended communication with outside pharmacies may hinder our ability to respond promptly to emergency calls, which is a critical aspect of our veterinary services. We appreciate your understanding and cooperation with these changes. Our goal is to provide efficient, safe, and accurate prescription services for your horses.

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Please initial each paragraph.

_____ **Payments:** *Payment is due in full at the time of your first appointment. A credit card number is required before your first visit and that card will be charged automatically for your first visit.* Any future balance on your statement is due and payable when the invoice is issued and is past due if not paid by the end of the month. If payment is not received by the end of the current month, the credit card on file will be charged automatically.

Do you want to continue with automatic credit card charges after your first visit? _____ **Yes** _____ **No**

_____ **Charges to Account:** We have the right to revoke your privilege to make charges against your account at any time. Future visits would then need to be paid at the time of service.

_____ **Finance Charge:** A finance charge of 1.5% per month will be applied to any balance that remains unpaid more than thirty (30) days from the date it was added to your account.

_____ **Billing and Payment Agreement:** You agree to abide by the billing and payment policies of all veterinarians practicing under Damascus Equine Associates.

_____ **Past Due Balances:** If your account becomes past due, we may pursue collection or report your account status to credit bureaus. You agree to pay all associated collection costs, attorney fees, and court costs. Legal proceedings will occur in Howard County, Maryland.

_____ **Returned checks:** There is a fee (currently $25) for any checks returned by the bank.

_____ **Consent for Care:** If you are not reachable, you consent to the treatment of your horse(s) and all resulting charges to your account in your absence by us or any member of Damascus Equine Associates.

_____ **Payment Plans:** Payment plans are available upon request.

Please contact the office at (301) 829-4977 to provide your credit card number.

Name of financially responsible party: _____

Signature: _____ *Date:* _____

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Horse Information

Name	Name on Coggins
Breed	Gender
Year of Birth	Color
Farm Address	

Name	Name on Coggins
Breed	Gender
Year of Birth	Color
Farm Address	

Name	Name on Coggins
Breed	Gender
Year of Birth	Color
Farm Address	

Please send all previous records that are available

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