



THE VETERINARY CLIENT PATIENT RELATIONSHIP (VCPR)

A Veterinarian Client Patient Relationship exists when:

- 1) the veterinarian takes on the responsibility for providing your individual pet with care
- 2) When the client has indicated a willingness to accept the advice of the veterinarian
- 3) When the veterinarian has sufficient and recent knowledge of your pet to provide a diagnosis, medications and a treatment plan.

The purpose of this relationship is to allow a veterinarian to know you and have sufficient and recent working knowledge of your pet. This allows you to have confidence in our advice and recommendations and your pet will benefit from the appropriate care, medications, and treatment.

Unfortunately, not all relationships last forever, and there are certain situations when you will be properly notified that our relationship needs to be discontinued:

- 1) A client's persistent non-adherence to proper treatment plans, resulting in potential threats to the welfare of the animal
- 2) A difference in philosophy as to the approach taken for diagnosing and treating animals
- 3) Verbal abuse and/or threatening behaviour of a client towards the practitioner and/or hospital staff
- 4) Unreasonable demands for unnecessary medications and services or for illegal or unethical actions
- 5) Non-payment of fees owed for services rendered
- 6) Consistent missed appointments

This relationship will also naturally discontinue without notification under the following circumstances:

- 1) The death of a patient
- 2) After a given period of time such that we no longer have recent and sufficient knowledge of your pet; typically five years or more without seeing your pet.
- 3) When a client moves out of the area and/or another veterinarian requests the medical records. This does not apply to referrals.
- 4) If we discuss with you that we can establish a VCPR with the scope of services for a specific problem and its resolution (i.e. vaccine clinics, or an ear infection for a pet that cannot access care)
- 5) After a telemedicine consultation where the scope of services has been established for a specific problem and its resolution or direction to another veterinary facility for continued care.

For more information about the Veterinarian-Client-Patient-Relationship please visit

<https://www.cvo.org/standards/guide-establishing,-maintaining-and-discontinuing-a-vcpr>