



Herkimer Veterinary Associates
121 Marginal Road, Herkimer, NY
315.866.9999, 315.866.9960 Fax
943 US Route 20, West Winfield
315.204.4210, 315-210-4211 Fax

Thank you for considering our hospital to care for your pet! Whether you are new to us, new to our area, or new to pet ownership, our goal is to provide you and your pet with outstanding veterinary care. We provide the utmost compassionate quality medical and surgical care for each of our patients. We are deeply committed to affording pets and their families the best possible quality of life.

Our hospital is full service. We offer routine examinations and vaccinations, laboratory diagnostics, radiology, ultrasound, surgery (including spaying and neutering) dental cleaning and care.

All services are by **appointment only**. Our Herkimer office hours are Monday - Friday 7:30AM – 5:00PM, and Saturday 8:00 – 12:00. Our West Winfield Office is open Monday, Tuesday, Thursday, and Friday 7:30 – 5:00.

In the event of an emergency outside of our normal business hours clients can call 315-866-9999, listen to the message to reach our Triage Team. All calls go through a series of screening steps to evaluate the extent of the emergency. We ask you to be patient, work through the process, and allow the triage team to assist you with your concern.

Regularly scheduled office visits allow us to better assist you in identifying and managing any chronic health problems your pet may have. We believe this is in your pet's short and long-term best interest. We firmly believe, and our experience has shown it to be true, that those patients who are consistent in keeping their appointments have fewer episodes of acute illness, less difficulty with chronic illnesses, and generally continue to enjoy better health overall.

We utilize an automated reminder system that will allow us to communicate with you based on your preference. We have texting, email, and voicemail for refills of medicines or supplies, please allow us 24 hours' notice to process your request.

Our website is herkimervets.com, we encourage you to look, get to know our staff, and check the many valuable resources to help you with care of your pet. You can also go to our online store through this website. We are willing to help you set up automatic shipments for regularly needed medicines if you wish. Should you wish to purchase products online through one of the many online pharmacies we can gladly provide you with a written prescription. Due to concerns about product authenticity, we do not respond to prescription requests that are faxed or phoned in from online pharmacies.

We thank you for your visit and look forward to getting to know you better. We are confident you will find our team friendly, compassionate, and eager to be "Your other Family Doctor".

If you wish to reserve a position on our new client list, please share the following information with us. Upon completion of this form someone from the office will reach out as openings and scheduling allows. Thank you

A VCPR and Why it is important

A Veterinary Client Patient Relationship, or VCPR, is when a veterinary practice and its providers are familiar with the needs of the individual pet through yearly examinations and communication. Having all of your pets in your home seen yearly will allow us to dispense medication, offer advice, and also serve any after-hours emergencies you and your pet may experience. We are not a 24/7 Emergency room clinic open to the public. Our after-hours emergency triage service is for current accounts with pets we have seen.

As clients you expect our best – for your pets to be their best. The same goes for our expectations of pet owners. In order to fully serve your pets needs, your account needs to be current. Being “current” means your pets are seen at least every 3 years, ideally once a year with a wellness/preventative care exam when they are not ill, but we understand life happens and some years get missed so we compromise with a 3-year cut off to be considered a current client.

Rabies vaccinations are required by the state, certificates need to be kept in our files even if your pet was vaccinated at a free clinic. The best medicine, and preventive care, is also keeping pet's parasite free with monthly dewormer and maintaining up to date on vaccines like distemper, leptospirosis, Lyme, and kennel cough.

We pride ourselves in being a locally owned small business. Our doctors and staff enjoy the personal relationships we can have with our clients and pets. In order to maintain that, we have a schedule that keeps enough openings daily for sick visits, urgent care visits, and wellnesses. We have a limited number of openings each month for new clients that have never been to HVA or haven't been in, in over 3 years. New Clients or clients no longer current will need to fill out a new client information sheet and may need to go on a waiting list for available openings depending on their needs. Please check your records and call for an appointment if they are overdue. If you are unsure, call either of our offices and we can check for you.

“An ounce of prevention is worth a pound of cure.”

-Your Other Family Doctor

Herkimer Veterinary Associates

New Client Information

Your Name: _____ Date: _____

Address: _____
(Street) (City) (State) (Zip Code)

Phone: _____ Employer: _____

Email _____ Did someone refer you? _____

**Payment is due when services are rendered, we do not offer payment options,
we do appreciate working together to stay within your budget.**

Your pet's information: (please fill in the blanks)

Pets Name _____ Date of Birth: _____ Feline K9 Other
Male Female Spayed Neutered Date acquired: _____
Breed _____ Color _____
Pre-existing condition or anxiety concerns _____

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Male Female Spayed Neutered Date acquired: _____
Breed _____ Color _____
Pre-existing condition or anxiety concerns _____

Previous Veterinarian _____

Do you have pet insurance? _____ Number of pets in your home _____

Date of last veterinary visit _____

**We require an annual wellness exam just like a human physician does to
monitor patient health.**

What attracted you to our practice?

Goals and expectations for veterinary care:

Reason for inquiry:

WE wish for our pets to live a happy, healthy life and **WE** are likely to follow
the suggestions given by veterinary professionals **Yes NO**