

Carrollwood Community Animal Hospital

4227 Gunn Highway

Tampa, FL 33618

813-962-1010

Dear Client,

We want to welcome you and your pet(s) to Carrollwood Community Animal Hospital. We are a small practice with a dedicated staff, and therefore on each of your visits, you will be greeted by one of our long-term employees Gina, Arrington (2 years), Bettye (8 years), or Erika (20 years). Your pet will enjoy the consistent care of Dr. Jones during each of their exams. We hope you enjoy our small office and big hearts as we care for your pet in the same manner, we care for our own.

If you or your pet(s) require any special accommodations, please let us know when you schedule their appointment. We are happy to accommodate pets who are anxious or are aggressive towards other animals or people. We can schedule your appointment around empty time slots or bring your pet in and out a different door. Just make us aware when scheduling.

Here at CCAH, we provide most services your pet will need, such as wellness exams and vaccines, boarding, dental care, lab work, treatment for injuries and illnesses, and most surgeries, as well as advice about diet, flea and heartworm control, and behavioral issues. Dr. Jones also works closely with the Board-Certified Specialists at Blue Pearl as needed to care for his patients. We can also prescribe most medications needed for your pet while in our office.

To make the most out of our scheduled time, we require that all new clients arrive 15 minutes before your first appointment. We would also appreciate it if time permits providing any previous records, including vaccine status and anything that is pertinent to the days' visit before the appointment. When your appointment is scheduled, we will request an email to provide you our new client package, or you may download and print it from our website Carrollwoodvet.com. Receiving this information before your arrival will enable the check-in process to go smoothly. We are happy to receive records via fax at 813-962-2882 or email Carrollwoodvet@verizon.net.

Because we are a small office, we can offer more personalized attention to you. We offer clients who have a hard time remembering to give monthly flea and heartworm medication reminders via email, text, or phone call. If you would like to be set up on our reminder system, please let us know, and we would be happy to take care of that for you. CCAH recently launched an app called PetDesk for your phone where you can Request Appts, access your pet's vaccine records, Order/Refill medications, set reminders, Receive updates from us, and manage Recurring pet care tasks. The PetDesk app can be downloaded via the App Store or Google Play. We also provide reminders when the time comes to purchase flea and heartworm prevention or other medications.

We are proud to be entrusted with the care of your pet(s). We look forward to many happy and healthy visits with you!

Sincerely,
Dr. Jones and Staff

CCAH Policies

Please take a moment to look over our policies and initial where required.

Appointment policy

We understand that life is unpredictable, and because of this, you may have an occasion you cannot make it to your appointment. If possible, we ask that you provide 24 hours' notice if you cannot make it to a scheduled appointment. If you arrive more than 10 minutes late for an appointment, we will do our very best to get your pet seen. However, it may also be necessary to reschedule you for a different day.

Policy on aggressive animals

While we understand every pet is different and some pets enjoy the vet's office and some don't, we are happy to handle both kinds. We do ask that if your pet has been aggressive in the past at a vet office or when not in their home environment, you make us aware of that ahead of time. We want to be able to handle your pet safely. Our goal is that everyone walks away with an enjoyable and non-traumatizing experience. To do that, we may ask that you muzzle any potentially aggressive dogs before entering the exam room and that you bring cats and small dogs in soft-sided carriers. This allows us to move quickly and decreases the time your pet must be handled. If you cannot muzzle your dog or your cat will not allow us to proceed with an exam, we may recommend returning on a different day. Then you can provide your pet with an oral sedative to relax them for the exam, or in some cases, we may also recommend giving them an injection, which will allow for a proper physical. In both cases, there will be an extra fee for oral and injectable medication.

Policy on medication refills

Most medication refills are available the same day; however, if your pet is on a specialized medication, we may not always have the prescription in stock. It may require additional days to get it into the office. Please watch as your medication is getting low so that we can make sure your pet does not miss a dose. You may now make medication refill requests through PetDesk.

Policy on written prescription

There may be a time where a written prescription is needed. In these cases, we require at least 24 hours' notice for said prescription. We do not email, fax, or mail any prescriptions. If your pet is on certain controlled medications, we are unable by law to write the script for more than a one-month supply at a time. If you are requesting a script for an online pharmacy, you may obtain the script from us and mail it to them directly as we don't recommend or endorse any online pharmacy.

Policy on email usage

As part of our new client form, we request an email address. Your email address is used for such things as communication between the hospital staff and you, reminders for appointments, services coming due, preventions, and occasionally our manufacturing partners will request emails to provide coupons and rebates for items you have purchased.