

## Welcome to Riggs Road Veterinary Clinic!

We look forward to meeting you and your loved pet(s). Here are some tips to help make your visit as enjoyable and comfortable as possible as well as give our staff the information they need to best treat your little one.

We are located at the SW corner of Riggs and McQueen in the Fry's Marketplace Shopping Center (near Little Cesar's Pizza). Hours are M-F 8am-5:30pm and Sat 8am-12pm. Surgery drop offs are 7:45am-8am. To help accommodate schedules we do offer drop off appointments – ask for details.

Please allow **15 minutes** for registration – this gives the staff time to enter your information, copy records, review records, etc. If you have not obtained your previous records please attempt to do so prior to the visit. We would be happy to call your previous veterinarian and have those records faxed to us. Our fax number is 480-802-0825 or records may be emailed to us at [riggsroadvetclinic@gmail.com](mailto:riggsroadvetclinic@gmail.com)

After being greeted by our client service representatives, you then will be escorted into an exam room by one of our technicians or assistants. They will obtain a history and vitals. The doctor will then perform a complete physical exam and make a treatment plan. The staff will present you with a written treatment plan / estimate. We do our best to accommodate each patient and client's needs by keeping everyone's best interest in mind.

\*For first time puppy / kitten exams – please keep in mind that this appointment can take up to an hour depending on questions and client education.

If you are requested or need to leave you pet for further treatments or tests you will be escorted to the front desk where the client care representative will collect a deposit based on the estimate that was given earlier. At the time of discharge complete payment is required in the form of cash, credit card, debit card, or Care Credit for balances exceeding \$500.00

Please allow 24 hours for prescription refills (including Heartgard / Revolution). We do not fax or call refills in to online pharmacies. At the doctors discretion we will issue a written prescription for you to submit. If you have question in regards to our policy on online pharmacies, please ask a staff member and we would be happy to talk to you about this.