

Wellness Policy

It is our mission at the KAAWS Clinic to serve the local community by providing quality preventive care, products, and services at an affordable price. In an effort to keep our prices as low as possible and accommodate the volume of guests we examine, we require that all the pets we serve be in good health and feeling well. Vaccines are most effective when introduced into a healthy immune system. We can help reduce the risks of surgery and increase the probability of a speedy recovery by choosing to perform surgery on healthy pets only. If your pet suffers from a chronic condition or abnormal symptoms are present, a full-service veterinary clinic will be better equipped with diagnostics, medications, and equipment to keep your pet's safety a priority.

If symptoms are noted or presented at the time of your pet's appointment with us, **a Non-Well fee will be applied to your invoice** to account for the additional consultation time. Our veterinarian may be able to determine a diagnosis or possible treatment for the condition, but will likely recommend that your pet receive follow-up care at a full service veterinary clinic. This policy applies to our in-room wellness appointments, as well as our surgical patients. **Non-well symptoms or conditions may include, but are not limited to:**

- Vomiting
- Diarrhea
- Coughing
- Sneezing/Upper respiratory infection
- Abnormal urination (frequency, color, behaviors)
- Skin irritation/infection
- Ear irritation/infection
- Ocular discharge/infection
- Heartworm disease
- Heart murmur
- Anemia
- Lethargy
- Joint/mobility issues
- Inappetence, changes in weight or eating habits
- Periodontal disease, severe
- Fractious/behavioral issues

Surgical patients, based on the physical findings performed by the veterinarian and at their discretion, may have the opportunity to receive additional services while under anesthesia. Examples may include dew claw removal, baby tooth (teeth) extractions, hernia repair, mass removals, etc. Options and expenses will be discussed with the primary pet parent on file prior to proceeding. Each case is different and a referral to another clinic may be necessary.

This Wellness Policy permits us to advocate for the best needs of your pet. In sickness and in health, our team is dedicated to providing solutions for the quality care your pet deserves. Our team is eager to assist you in booking an appointment with us or referring to another great veterinary team in our network.