

**RTVC Extended Wellness Concierge Membership
Patient Enrollment Form**

Memberships are now required for any service to be provided by
The Royal Treatment Veterinary Center (RTVC)

The Royal Treatment Veterinarians and staff will provide comprehensive and advanced integrative veterinary health services and support for our client members and their pets.

RTVC Concierge Membership period is one year from the beginning date of initial payment.

Fees for Extended Wellness Concierge membership are to be paid **annually or monthly** and in advance of the service year. As used in this Agreement, the term “Service Year” refers to the 1-year period beginning on the date of initial payment as well as every 1-year period after that.

RTVC EXTENDED WELLNESS CONCIERGE MEMBERSHIP Benefits include an Annual veterinary examination for your primary household pet and a wellness plan with your primary veterinarian, providing continuity for a highly focused, individualized integrative veterinary approach for your pet(s)’ medical care.

- Annual veterinary health & wellness plan, individualized nutrition, health, longevity and condition coaching, with description of goals, & how to assess progress.
- Member prices for veterinary and technician appointments, consults, in-house procedures, treatments, non-anesthetic dentals, medicines, supplements, vet products, and modality packages (acu, chiro, UWT, laser, etc) provided during the membership year. At this time no special pricing is available for diagnostics.
- On-site same-day diagnostics available such as relevant bloodwork, radiographs, urinalysis, and lab work.
- Increased availability for same-day and next-day Office Exams, ER appointment slot availability
- Client after-hours medication pick up boxes (both locations)
- Additional hour phone access to staff & Vet Nurse Practitioners before & after clinic appointments – phone hours posted monthly
- Additional access to primary veterinarian via email, phone and office appointments
- Multi-pet households receive discounted memberships for additional pets & can add pets in future. Additional pet membership fees do not include a free annual exam.

High-level Integrative Veterinary Concierge Care means members and their pets belong to a community of compassionate, experienced, engaged, efficient and hard-working professionals invested in the health of your pet in every stage of their lives. We are interested in not only helping when there’s a problem, but in providing the causes of health to avoid having problems in the first place.

Enrolling Member must initial each page _____

You may choose your pet's primary veterinarian - and we strongly believe there is value in knowing your doctor and your doctor knowing you and your pet. When your primary vet is not available, the other veterinarians at The Royal Treatment will help manage the case. We will make an effort to make sure your primary veterinarian is involved and aware of any medical issues associated with their patients as soon as they are available.

We know that every doctor has their own way of managing cases but the core of integrative medicine is very strong between us. We value the different viewpoints from our doctors and we pride ourselves on sharing our knowledge with each other. In this concierge system we will be working together, having rounds about cases, and focusing on a consistently excellent level of care.

We want you to know that our staff will be ready to assist you if you need:

- Assistance in triage & scheduling priority appointments for office exams, in house Ultrasound, Echocardiography, holistic treatment packages, internal consults, phone consults, ER exams, tech appointments, medication pick up at RTVC, etc.
- Assistance in navigating the world of specialty referral – appointments with referral specialists, transfers to ER hospitals, consultations based on external diagnostics/diagnoses
- Assistance with medication dosing options and compounding pharmacy information
- Recommendations for curated animal-related services, products, supplements treats and foods
- Support, council and planning for end of life: decision making hospice/final decisions/logistics and timing, etc.

We will offer, for an additional monthly or annual fee to members only, a limited number of **Critical Wellness Concierge Practice Membership** contact codes. The code allows the client **Priority** access to consultation/support from our staff, VNs, and/or Veterinarians. It includes **Priority** direct phone access during business hours, as well as specified weekday & weekend after-hours time windows. Additional fees will still be charged for any veterinary time, services, medications, diagnostics, and products.

These access codes can provide additional peace of mind for those who feel they need extended access to their veterinarian or additional support from staff outside of working hours. See the details described below.

In addition, we will also be offering many levels of resources and Integrative Education to our concierge clients through:

- RTVC newsletter
- RTVC in-house webinars/events/resources
- RTVC Essential Pocket Guides on vet subjects e.g. diet, age, breed, condition, training, etc
- Free Associate Membership in the online **College of Integrative Veterinary Medicine** – benefits include online free & discounted science-based webinars, discounted classes & certifications for any level student

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- 50% discount for individual pet parent membership to the **Animal Diet Formulator** software program – which can be used as an individual recipe formulation tool and as an education resource to understand nutrients and healthy foods for pets. ADF online videos included for members.

Clients are responsible for additional fees for any services, treatments, products, etc. not included in Membership. Estimates can always be requested prior to service.

All fees for services and products are due at the time of service.

Client fees for services and products will be charged to credit card on file unless other arrangements are made at the time of service.

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EXTENDED CONCIERGE MEMBERSHIP FORM

Primary Member _____ **Email** _____ **Phone** _____

Primary address _____ **City** _____ **State** _____ **ZipCode** _____

Co-family Member _____ **Email** _____ **Phone** _____

Other authorized human _____ **Email** _____ **Phone** _____

Other human's relationship to pet _____

Our Primary Veterinarian(s) at RTVC: _____

	Patient Name(s)	Canine or Feline	Breed	D.O.B. MM/DD/YY	Annual Fee	Monthly Fee
1st pet					\$2000	\$185
2nd pet					additional \$200 annual fee	additional \$16.67 monthly fee
3rd pet					additional \$175 annual fee	additional \$14.58 monthly fee
4th pet					Additional \$150 annual fee	Additional \$12.50 monthly fee

Please see administrator for rates if you have more than 4 pets.

Method of Payment:

- Annual Payment: **Personal Check** payable to "Royal Treatment Veterinary Center"
- Monthly Payment: **Personal Check** payable to "Royal Treatment Veterinary Center"
- Annual Payment: **Credit Card** (Mastercard, Visa, Discover, AMEX)
- Monthly Payment: **Credit Card** (Mastercard, Visa, Discover, AMEX)

I hereby authorize The Royal Treatment Veterinary Center to charge my credit card for the annual Concierge Membership as above. I also understand that annual renewal payment will be due one year from date of initial payment and annually thereafter, and will be charged to your credit card on the date of expiration of your annual membership. Annual renewal is automatic unless member cancels in writing and it is received by RTVC Staff during regular business hours at least 48 hours prior to renewal.

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Credit Card Number: _____ Exp Date: _____

Signature: _____

Billing Address: _____ City _____ State _____ ZipCode _____

I have read and understand this Agreement provided to me by The Royal Treatment Veterinary Center. I understand that this Agreement can be terminated upon 30 days' written notice prior to renewal date (one year after initial payment). After that all annual memberships will be honored and binding. I understand that after the date of initial payment, if I terminate membership within the year, refunds will not be automatic. Conditions and any Refunds will be individually determined using RTVC guidelines. These guidelines include but are not limited to membership interval, services provided, consultations used, products, discounts/intellectual property/benefits received, client communication and compliance and other factors. Typically, once a comprehensive wellness evaluation, testing and plan have been completed, no refund will be offered.

I understand that the Royal Treatment Veterinary Center reserves the right to terminate subscriptions for clients based on our codes of conduct (zero tolerance for abusive behavior to staff), non-payment and for other terms or infractions.

Membership positions are limited, and once terminated, a client will lose their priority status to return to the practice and may have to be put on a waiting list if they wish to rejoin the practice.

This Agreement for continued subsequent service is renewable by paying the annual fee for the applicable Service Year as determined by The Royal Treatment. The terms of this Agreement will apply to all such subsequent Service Years, unless The Royal Treatment and client agree otherwise, in writing.

Once you have enrolled, additional benefit information about our Concierge Practice as it evolves will be available to you.

Signed _____

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