

RTVC Extended Wellness Plan Concierge Membership Patient Enrollment Form

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

A Wellness Plan Membership at the Royal Treatment Veterinary Center (RTVC) is required for any service to be provided. The Extended Wellness 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:

- One Free Exam, per family, which includes a veterinary health & wellness plan, individualized nutrition, health, longevity and condition coaching, with description of goals, & how to assess progress to provide continuity for a highly focused, individualized integrative veterinary approach for your pet(s)' medical care.
 - Other services completed at this exam (labwork/diagnostics, medications, supplements, food, add-on services) are not included for free
- Member prices and applicable discounts apply 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, at the doctor's discretion, 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 phone access to Vet Nurse Practitioners on Saturdays from 10am-1pm
- 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 exam. Only one free exam is provided per family.

High-level Integrative Veterinary Concierge Care means members and your 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. Our mission is not only to help when there's a problem, but to provide the causes of health to avoid illness where possible in the first place.

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.

Enrolling Member must initial each page_____

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, discussing 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.

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

- RTVC email updates & newsletter
- Access RTVC curated webinars/events/resources from our own team & other specialists
- 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
- 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 any service.

All fees for all 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.

EXTENDED WELLNESS PLAN CONCIERGE MEMBERSHIP FORM

Primary Owner _____

Email _____ Phone _____

Address _____ Apt/Unit _____

City _____ State _____ Zip Code _____

Co-Owner _____

Email _____ Phone _____

Other authorized human name/relationship _____

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					Add't. \$200 annual fee	Add't. \$16.67 per month
3rd pet					Add't. \$175 annual fee	Add't. \$14.58 per month
4th pet					Add't. \$150 annual fee	Add't. \$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)

Credit Card Number: _____ Exp Date: _____

Billing Address: _____

City _____ State _____ ZipCode _____

Enrolling Member must initial each page _____

_____ 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 at the then-current Concierge Program Membership fee, plus applicable fees to your credit card on the date of expiration of your annual membership. Automatic annual renewal notices will be emailed to each member prior to charging for renewal. I may cancel my Concierge Program Membership at any time. To Cancel my Membership, I can email conciergedesk@rtvc.us with the subject "Cancel Membership," or call the office at 773-267-9966

_____ 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.

_____ I have read and understand this Agreement in its entirety provided to me by The Royal Treatment Veterinary Center.

Signed _____

Date: _____