

LIVE OAK VETERINARY HOSPITAL

14729 Mono Way, Sonora, CA 95370
(209) 432-9437

Dear Prospective Client:

Welcome to Live Oak Veterinary Hospital. My entire staff and I strive to provide excellent customer service and exceptional, quality care for our patients.

We are proud to be accredited by the American Animal Hospital Association (AAHA). This organization requires the very highest standards for small animal medicine and surgical care, even higher than those required by the State of California.

The Veterinary Medical Board (VMB) requires all veterinarians to establish and annually maintain the Veterinary Client Patient Relationship (VCPR). Annual Wellness Exams are as essential as food and love, which are the foundation of preventive healthcare. These visits allow me to examine our patients from nose to tail to ensure they are healthy, and it is the best way to keep them as healthy as possible. I believe it is much easier and less expensive to prevent disease than to treat it. We also encourage dog and cat vaccinations and parasite control.

Our hospital offers a wide range of veterinary services for our furry friends. Our website sonoraliveoakvet.com is a great resource for information about our hospital. Appointment requests and prescription refills can be made from our website as well.

We know emergencies can and do happen. Unlike many veterinary hospitals in Tuolumne County, I provide after hours emergency care to our patients who have a current annual wellness exam on file. If a pet has an emergency outside of normal business hours, clients can call our office and select the emergency option. If I am unable to respond within 20 minutes, clients are directed to contact Standiford Veterinary Center 24 Hour Emergency Services in Modesto at (209) 577-3481 or Taylor ER Veterinary Emergency Hospital in Turlock at (209) 669-8600. It is important for our clients to understand that as a solo practitioner, I cannot be on call and available 365 days a year.

If your pet is accepted as a new patient, we require a \$92.00 deposit at the time the appointment is scheduled. This deposit is applied toward your first visit and is refundable, **less a \$15.00 service fee**, if you cancel or reschedule 24-business hours prior to the scheduled appointment time. All appointments require confirmation and are confirmed via text, phone call and/or email one business day prior to the scheduled appointment. We have a long list of clients waiting to schedule appointments. If you do not confirm your appointment by 7:30 a.m. the morning of the appointment, the appointment will be released to a patient in need and your entire deposit will be retained.

We encourage our clients to call anytime with questions or concerns regarding their pet's health. My staff and I always do our very best to provide outstanding care for our patients, communicate clearly and earn our clients' trust.

Sincerely,



Mitch Luce, DVM

