



# WHAT CAN I EXPECT FROM MY VET?

## WHEN YOU VISIT YOUR VETERINARY PRACTITIONER YOU CAN EXPECT TO RECEIVE THE FOLLOWING KEY SERVICES:

- a thorough examination of your animal
- to be advised of treatment options
- to be advised of the likely outcome
- to be advised of the recommended treatment
- to be given estimates of the cost of the proposed treatment
- to be made aware of any significant risks of treatment
- to be involved in deciding the course of treatment
- to be offered referral to veterinarians with more experience or specialist skills if appropriate
- that a positive response be given to your request for a second opinion.

## TALK TO YOUR VET

If you are unclear about any aspect of your pet's veterinary care, you should ask questions of your vet until you are sure about all the options. If you have any concerns about the veterinary service that you have received, please talk to your vet. Either talk to the vet or the manager of the practice directly (make an appointment so that time can be set aside to specifically discuss your concerns) or write a letter outlining your concerns. If, after contacting your vet, you feel your concerns have not been resolved there is other help available.

## WHAT IS THE ROLE OF THE VETERINARY PRACTITIONERS REGISTRATION BOARD OF VICTORIA?

- Registration of Veterinary Practitioners in Victoria
- Acts proactively to help ensure that appropriate standards are maintained
- Ensures Veterinary Practitioners maintain continuous professional development
- Has a complaint handling procedure.

### For further information:

Website: [www.vetboard.vic.gov.au](http://www.vetboard.vic.gov.au) or Telephone: (03) 9620 7444  
or Write: Level 11, 470 Collins Street Melbourne VICTORIA 3000