



# Muse Holistic Veterinary Care

## New Client Policies & Information

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### Client Information

- Client's Name\* \_\_\_\_\_
  - Phone\* \_\_\_\_\_
  - Email\* \_\_\_\_\_
  - Animal's Name\* \_\_\_\_\_
  - Species\* \_\_\_\_\_
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### Welcome

We're so glad you've chosen Muse Holistic Veterinary Care for your companion. This document outlines our services, approach, and clinic policies so you'll know what to expect as we work together. Please take the time to read it carefully, and have any co-owners review it as well. If you have questions, we're always happy to clarify.

Dr. Meghan Barrett is a licensed Doctor of Veterinary Medicine with conventional training who also offers holistic and integrative care.

- **Conventional Medicine (U.S. standard):** Primarily relies on pharmaceuticals and surgery. It is essential for urgent or life-threatening conditions such as trauma, severe infections, or emergencies.
- **Holistic Medicine:** Combines conventional and complementary therapies with the goal of supporting the *whole patient*—physical, emotional, mental, social, and spiritual health. This approach is especially supportive for chronic conditions and uncovering root causes, rather than simply easing symptoms.

**Please note:** Holistic medicine complements, but does not replace, traditional veterinary care.

**Requirement:** All clients must maintain a relationship with a primary care veterinarian for services we do not provide (such as vaccines, same-day diagnostics, surgeries, and emergency care).

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## Our Philosophy & Approach

At Muse, we practice veterinary medicine in a way that may feel different from conventional clinics. Our intention is to create a calm, supportive space where both you and your animal feel at ease.

Our goals are to:

- Support and empower you as your pet's primary caregiver
  - Prioritize your animal's safety, comfort, and peace
  - Offer individualized care that strengthens well-being and longevity
  - Foster a warm, professional, and personal relationship with your family
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## Informed Consent & Expectations

- You are always encouraged to ask questions and to be part of the decision-making process.
- You may pause or discontinue treatment at any time.
- By signing this document, you acknowledge:
  - Holistic therapies are not a substitute for primary veterinary care.
  - Dr. Barrett is not available for same-day urgent care. If your pet experiences an emergency and you cannot reach us by email, please go to your primary vet or local ER for assessment.

- Muse Holistic Veterinary Care is an independent practice, separate from other hospitals where Dr. Barrett may occasionally work.
  - Holistic treatment often requires more time and consistency than pharmaceuticals or surgery, and treatment costs may be similar to conventional care, particularly with chronic conditions or cancer.
  - Every animal responds uniquely. While we will do our best to support your pet's health, no guarantees of outcome or cure can be made.
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## Physical Exams

Because our patients cannot tell us their symptoms, physical exams are vital. Exams are required in order to:

- Prescribe or refill medications, including herbs
- Provide accurate medical recommendations

**Hawai'i state law requires:** An in-person exam every 12 months for any veterinarian to prescribe or refill medications.

**Updates are also required** if your pet develops a new medical concern or change in condition.

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## Integrative Modalities Offered

Depending on your pet's needs, Dr. Barrett may recommend one or more of the following therapies:

- Acupuncture & E-stim (electrical stimulation of needles)
- Bodywork/manual therapy (massage, acupressure, TTouch, chiropractic)
- Rehabilitation therapy (therapeutic physical exercises)
- Nutritional counseling

- Herbal & botanical therapies
- Supplements & nutraceuticals
- Microbiome restoration therapy
- Injectable medications & subcutaneous fluids
- Pulsed Electromagnetic Field Therapy (PEMF)
- Music therapy, vibrational therapy & sound healing
- Photobiomodulation therapy (laser therapy)
- Aromatherapy
- Behavioral counseling
- Ozone therapy
- Prolozone therapy
- Functional medicine diagnostic testing

**Note:** Most conditions require multiple treatments to see meaningful and lasting improvement.

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## Herbal Medicine

### What to expect:

- Herbal therapy often evolves over time. An initial formula may help with one imbalance but later reveal another, requiring adjustment.
- Rechecks are important so we can monitor progress and tailor treatment.
- It may take a few trials to find the best fit for your pet.

Herbal therapies are gentler than pharmaceuticals, but like any medicine, they can cause side effects such as vomiting, diarrhea, decreased appetite, or abdominal discomfort.

If side effects occur:

- Stop giving the herbal formula
  - Contact us via email
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## Appointment Information & Pricing

### Initial Consultations (New Patients, 60–90 minutes)

- **Office:** \$300 + tax
- **Home:** \$350 + tax (+/- travel fee if outside Honolulu)
- **Large Animal (Equine/Livestock):** \$300 + tax (+/- travel fee)

#### Includes:

- Thorough review of history and medical records
- Western and Traditional Chinese Medicine exams
- Discussion of recommendations and individualized plan
- Written treatment plan (emailed within 1–2 business days)
- Acupuncture/laser if recommended and if time allows (no extra charge)

### Follow-Up Appointments (Existing Patients, 60 minutes)

- **Office:** \$225 + tax
- **Home:** \$275 + tax (+/- travel fee)
- **Large Animal (Equine/Livestock):** \$250 + tax (+/- travel fee)

**Booked for:** Rechecks, annual exams, ongoing therapies, sample collection, medical procedures, test results review.

**Included In Fee:** Acupuncture, E-stim, Body work, Rehabilitation therapy, Nutritional counseling, PEMF, Music/Vibrational/Sound healing, Laser therapy, Behavioral counseling. Services are chosen based on the overall treatment plan.

**Separately charged:** Ozone, prolozone, diagnostic tests, microbiome therapy, injectable medications, and retail products (herbs, supplements, skin care, aromatherapy).

**Note:** Reviewing diagnostic results often takes 45–60 minutes and may be scheduled as either a billed telehealth visit or an in-person follow-up appointment.

## **Appointment Packages**

- Save ~\$25 per visit
- Details available upon request

## **Additional Animals**

Please inquire about pricing for multiple animals during the same visit.

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## **Telehealth Consultations**

### **Pricing (plus tax):**

- 60 minutes: \$250
- 45 minutes: \$200
- 30 minutes: \$150

### **Policies:**

- Pre-payment required
- Email us your list of questions/concerns in advance so we can schedule the right amount of time
- Additional time is billed if the appointment runs over
- Intended primarily for established patients (exam within 12 months)

- For new clients outside Hawai'i, we can only provide general guidance, and cannot provide prescriptions, due to licensing laws
  - Medical records from your primary vet are required to book
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## Ozone & Prolozone Therapy

- **Ozone therapy (15 minutes):** Rectal insufflation procedure only
- **Comprehensive ear care (30 minutes):** Includes saline ear cleaning, ear cupping, rectal insufflation, take-home saline, and laser

**Important:** If you have detailed updates or questions, please email them ahead of time so we can schedule a follow-up appointment instead of using ozone time for consultation.

### Pricing (plus tax):

- Rectal ozone: \$40
- Ozonated saline (take-home): \$20
- Ozone saline ear cleaning: \$20
- Ozone ear cupping: \$20
- Comprehensive ear care: \$100

### Packages:

- Rectal ozone: \$198/6 (\$33 ea); \$360/12 (\$30 ea)
- Ear care: \$500/6 (\$83 ea); \$720/12 (\$60 ea)

### Prolozone therapy (45 minutes): \$250

A medical procedure in which an anti-inflammatory solution plus ozone gas is injected to treat localized pain. No sedation required.

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# Communication Policies & Fees

We value clear and thoughtful communication.

- All medical and scheduling communication is via **email**: [museholisticvet@gmail.com](mailto:museholisticvet@gmail.com)
  - This allows us to keep everything clear and organized for our patients
- Phone/text is reserved for **arrival coordination only**
- Messages on social media are not accepted for medical or scheduling purposes
- Phone/video calls must be scheduled as telehealth appointments
- Texts/voicemails will receive responses by email

## Follow-up communication:

- Each appointment includes one follow-up email
- Additional communication is billed electronically

## Examples of billable communication:

- Lengthy email questions
- Record review or treatment plan updates
- Diagnostic test review & recommendations
- Custom recipe/formulation requests
- Researching case details
- Consulting with specialists

**Fee:** \$50 per 15 minutes of the doctor's time

*(Quick replies may be complimentary at Dr. Barrett's discretion.)*

Unpaid invoices may result in discontinuation of services.

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## Business Hours

- Office is open **by appointment only**
  - Hours: Monday–Friday, 10 am–7 pm
  - We do not provide emergency services – please maintain a relationship with a primary vet for urgent needs
  - All correspondence is handled during business hours
  - Occasionally, appointment times outside of business hours may be available by request
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## Cancellations, Lateness & No-Shows

- Please cancel/reschedule via email only
  - Less than 24 hours' notice: \$50 fee
  - More than 15 minutes late: appointment may need to be rescheduled
  - No-shows: \$150 fee (repeated no-shows may limit scheduling)
  - Fees are billed electronically and payment is due upon invoicing
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## Additional Services & Pricing

- Bloodwork/diagnostics: Must be scheduled in advance
  - Technician/assistant fee (if needed): \$100
  - Diagnostics pricing available on request
  - Prices subject to change at any time
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## Payment Policies

- Accepted: Credit card or check only, made out to “Dr. Meghan Barrett”
- Payment due at or before the time of service
- Payments are non-refundable once services are performed
- Late payments (>1 week) may incur fees

### **Packages:**

- Expire after 1 year
- Non-refundable once started
- May be transferable in some cases (approval required)

### **Services may be discontinued without refunds if:**

- Communication is disrespectful, harassing, or unreasonable
- Policies are repeatedly disregarded
- Medical recommendations are ignored in ways that could endanger your animal

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## Pharmacy & Medication Policies

- Muse partners with an online pharmacy & trusted herbal suppliers (ship to home)
- All products are non-refundable
- Refill requests must be emailed; please allow 5–10 business days
- Pickups must be pre-arranged (lockbox or between appointments)
- An annual exam within 12 months is required for prescriptions/refills

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## Agreement

By signing, you confirm that you:

- Have read and agree to all Muse Holistic Veterinary Care policies
- Understand the scope and limitations of holistic care
- Agree to maintain a primary care veterinarian

Signature

Name \_\_\_\_\_

Date. \_\_\_\_\_