



Client Expectations

Dr. Llanes provides mobile large animal veterinary services for horses, goats, sheep, pigs, alpacas, dogs and cats. Her passion is to help people stay connected with their animals by providing individualized and high-quality veterinary care.

Hours of operation:

○ Monday- Thursday 8 AM-5 PM

- Phone calls and texts messages will be answered as soon as possible during business hours. Cell phone service is a struggle for Dr. Llanes (and many Alaskans!), she tries her best to return calls within 48 hours during business hours.
- Texting is reserved for office hours, unless updating about a current case. Please refrain from texting outside of office hours.
- If you have an emergency, please call and leave a voicemail.

Emergencies:

- Phone calls after hours will be replied to as promptly as possible for current clients.
- I strive to provide a 24/7 emergency service for current clients; however, Dr. Llanes is just one person covering a very large area.

How do I become a current client?

- To maintain a valid client patient relationship (VCPR), Dr. Llanes needs to visit your farm once a year for routine veterinary care or consultation (castration, vaccines, dentistry, deworming protocols, nutrition, etc.)
- Emergency, or sick animal visits do not qualify for establishing yourself as a current client.

Telehealth/Telemedicine

- Telemedicine is an active part of modern veterinary practice. By law, a VCPR must be established before Dr. Llanes can provide any telehealth services.