

# PATIENT ADMISSION CERTIFICATE/TREATMENT CONTRACT



Due to legal obligations, we must collect the information listed below in order to correctly collect and securely process your personal and animal data.

You can receive a copy of this form upon request. Thank you for your complete information in BLOCK LETTERS. Please contact us if you have any questions or need help filling out the form.

## 1. INFORMATION ABOUT THE CLIENT (Date of birth required for identification)\*

Surname ..... First name ..... Date of birth\* .....  
Street ..... ZIP ..... Place of residence .....  
Private phone ..... Work Phone ..... Mobile .....  
E-Mail .....

## 2. PATIENT INFORMATION

Name of the animal ..... Chip-/Tattoo-Nr. .... Date of birth .....  
Animal species/breed ..... Colour ..... Weight .....  
Gender  male  female Neutered  Yes  No for cats: outdoor cat  Yes  No  
Animal health or surgery insurance  Yes  No  Not known

## 3. DOES THE ANIMAL SERVE AN ECONOMIC BENEFIT OR IS IT INTENDED FOR FOOD PRODUCTION?

No  Yes: Use as .....  breeding animal

## 4. WHICH OTHER THIRD PARTIES MAY WE CONTACT BY TELEPHONE, IN TEXT FORM OR IN PERSON PROVIDE INFORMATION? (without providing any information on this question we can provide information only to you) (Date of birth required for identification)\*

Regular Veterinarian .....  
 Referring Veterinarian .....  
 Spouse/life partner (Name, date of birth\*) .....  
 Other (Name, date of birth\*) .....

Letter back to referring veterinarian  Yes  No

## 5. DECLARATIONS OF THE CLIENT

I hereby commission the Frank Small Animal Clinic to provide veterinary services for the animal specified above. I certify that I am the owner of the animal and am entitled to conclude a contract for the provision of the services of the Frank Small Animal Clinic. If I am not the owner of the animal, I assure that I am acting on the express instructions of the animal owner. If there is no authorization or the animal owner denies authorization, I hereby confirm that I will pay the costs arising from the treatment and understand that I may be accused of violating the owner's or animal's data protection rights.

With my signature I confirm that my personal details and information are correct.

Date

Signature

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## 6. PAYMENT METHODS

We calculate services based on the Fee Schedule for Veterinarians (GOT) and medications based on the Drug Price Ordinance (AmPreisV). Outside of core office hours (weekends, public holidays/emergency service) we charge an increased fee. We ask that the invoice be paid after each treatment or when the animal is collected. As a general rule, the claim arising from the provision of veterinary services, accommodation and care for your animal, as well as consumable goods, the use or dispensing of medication, feed, feed additives or the dispensing of accessories must be paid in cash or by debit card. Payment of the invoice is due at the latest after our service has been provided, regardless of the treatment outcome. The payment details are stored in our practice management software.

## 7. POSSIBLE PAYMENT METHODS

- ✓ Bar
- ✓ EC Card

- ✓ Credit card
- ✓ BFS

**Please note:** Completing the attached declaration of consent from BFS health finance GmbH is optional if you choose another means of payment. If you select and pay using an alternative payment method, it does not apply and will be destroyed for data protection reasons. If you pay in installments, BFS health finance GmbH reserves the right to check your credit worthiness. If you have poor credit worthiness, there is no option to pay by invoice or in installments. Payment is only possible here in cash, with EC card or credit card. Further information on <https://meinebfs.de>.

## 8. GENERAL PRIVACY POLICY *(see also «Information on data protection from the Frank Small Animal Clinic»)*

Our veterinary and non-veterinary employees are obliged to maintain professional confidentiality due to the EU General Data Protection Regulation, Section 203 of the Criminal Code (StGB), Section 17 of the Unfair Competition Act (UWG), and our clinic's special confidentiality regulations.

Confidentiality includes the circumstances in which the patient relationship came about and all information that you as the patient owner provide within the scope of the patient relationship regarding yourself or your animal or its use, condition, previous illnesses or previous veterinary treatment. It should be noted that an attorney-client relationship does not come into being with just one request. However, we will also treat information resulting from such requests as confidential. All people working for the clinic are familiar with the current data protection and confidentiality regulations and have been trained accordingly.

### 8.1 CONFIRMATION OF ISSUE AND CONSENT OF THE "INFORMATION ON DATA PROCESSING" *(please check)*

- I confirm that I have received and read the leaflet "Information on data protection at the Frank Small Animal Clinic" and hereby give my written consent to the processing of my data as described therein.
- I agree that **Pictures of my animal** (anonymous / with the name of the animal) be used for scientific presentations, for information material (e.g. flyers to educate about diseases) or in social media.
- Additional information:** I also agree that the Frank Small Animal Clinic may process my email address/mobile phone number for the purpose of providing information about, for example, veterinary services and/or appointment reminders (not a newsletter!). I can revoke my consent at any time with effect for the future by sending an informal email or letter to the Frank Small Animal Clinic. This does not affect the lawfulness of the processing of data that took place prior to the revocation.

## 9. FINAL PROVISIONS OF THE SERVICE AGREEMENT

I recognize Freiburg im Breisgau as the place of jurisdiction for all disputes.

If a provision of this contract is invalid, the validity of the remaining provisions of this contract will not be affected. The invalid or unenforceable provision must be replaced by a provision that comes closest to what the contracting parties intended economically. The same applies in the event of a gap in the contract.

**With my signature I confirm that I have read the information provided and that my details are correct.**

Date

Signature

**Mandatory information for veterinarians according to (DLInfoV):**



### Frank Small Animal Clinic

Dott. Matthias Frank,  
Specialist for small animals and pets  
Mooswaldallee 10i 79108  
Freiburg i.Br.  
Tel. +49(0)761 503 6660  
Fax +49(0)761 503 6677  
info@kleintierklinik-frank.de  
www.kleintierklinik-frank.de

### board:

Baden-Württemberg State Veterinary Association

### Professional regulations:

Professional regulations of the LTK Baden-Württemberg

### Professional liability

insurance: Allianz Versicherung AG, Munich, scope of application: Germany

### Job title:

Veterinarian according to license awarded in: Federal Republic of Germany

Small and pet animals lent by LTK Baden-Württemberg

### Tax office:

Freiburg

### VAT ID number according to §27a:

DE258367556

Responsible chamber and arbitration

**Additional designations:** Dott. Matthias Frank, specialist veterinarian for

# INFORMATION ON DATA PROTECTION

Dear client,

The protection of your personal and animal-related data is very important to us. The EU General Data Protection Regulation (GDPR) regulates data protection rights and obligations.

This information explains why our clinic collects, processes, stores or forwards data.

## 1. RESPONSIBILITY FOR DATA PROCESSING

### **Responsible for data processing is:**

Frank Small Animal Clinic  
Owner Dott. Matthias Frank  
Mooswaldallee 10i, 79108 Freiburg  
Phone: 0761 503 66-60, Mail: [info@kleintierklinik-frank.de](mailto:info@kleintierklinik-frank.de)

### **You can reach the responsible data protection officer at:**

vetQM GmbH  
Mr. Joachim Löwe  
Van-Melle-Straße 1, 32760 Detmold  
Phone: 05231 580 715, Mail: [datenschutz@vetqm.com](mailto:datenschutz@vetqm.com)

## 2. PURPOSE OF DATA PROCESSING

The treatment contract imposes legal obligations on us (Art. 6 GDPR ff). We process your personal data as a client and additionally the personal data and health data of your animal.

Health data includes the history of the disease, findings collected, diseases diagnosed and suggestions/measures for healing. If your animal has been pre-treated in a veterinary practice, we may receive data from there or you can bring it with you yourself. The data may contain results from third parties (e.g. laboratory, pathology, etc.).

The collection of health data is a mandatory requirement for the treatment of your animal, the use or delivery of medication, the distribution of feed, feed additives and articles and for statistical evaluation. Without the necessary information or its processing, we cannot provide any of the aforementioned services.

The legal basis for the processing of your data is Article 9 Paragraph 2 Letter h) GDPR in conjunction with Section 22 Paragraph 1 Number 1 Letter b) Federal Data Protection Act.

## 3. CATEGORIES OF DATA WE PROCESS

The processing of personal and biometric data is permitted to clearly identify the holder, in deviation from GDPR Article 9 Paragraph 1.

The data is necessary for health care, medical diagnostics, care or treatment and for the management of systems and services in the veterinary field based on the contract between you and our clinic.

This data is processed by or under the responsibility of specially trained personnel who are subject to an appropriate obligation of confidentiality.

## 4. RECIPIENTS OF YOUR DATA

Recipients of your personal or animal-related data can be people you specify (spouses, life partners, other people) and veterinarians.

Other recipients may include veterinary laboratories, pathological institutes, veterinary associations, the Paul Ehrlich Institute (PEI) of the Federal Ministry of Food and Agriculture (BMEL), possibly other authorities, your animal health or surgical insurance and the veterinary clearinghouse. The list of current service providers (laboratories, pathology, etc.) is posted at the registration desk for your information.

The transmission is carried out unencrypted by email, via interface or fax for various purposes (diagnosis determination, information from your pet doctor/re-treating veterinarian, invoicing and settlement of the services provided, consumable goods, medications used or dispensed, clarification of veterinary questions or questions arising from your insurance relationship, emergency treatment). In individual cases, data may be transmitted to other authorized recipients.

There are currently no plans to transfer data to a third country or to an international organization.

## 5. STORAGE OF YOUR DATA AND YOUR RIGHTS

We store your personal data, information about the animal and the respective course of treatment for 10 years after the last treatment. For invoice customers, we store the current status of invoice acceptance for 3 months after the last query.

You have the right to request the correction, blocking, deletion or data transfer of this data at any time, as well as to revoke your consent at any time. Your data will be deleted unless there are legal regulations - in particular retention periods - to the contrary.

We only need your consent to process your data in exceptional cases. In these cases, you can withdraw consent for future processing.

You also have the right to complain to the responsible data protection supervisory authority.

### The contact details of the supervisory authority are:

The State Commissioner for Data Protection and Freedom of Information  
Königstraße 10a, 70173 Stuttgart  
Phone: 0711 61 55 41 – 0, Mail: [poststelle@lfdi.bwl.de](mailto:poststelle@lfdi.bwl.de)

If you have any questions, we are happy to help you.

### Your clinical team at the Frank Small Animal Clinic

#### Mandatory information for veterinarians according to (DLInfoV):

#### Frank Small Animal Clinic

dot. Matthias Frank  
Specialist for small animals and pets

Mooswaldallee 10i  
79108 Freiburg i.Br.

Tel. +49(0)761 503 6660  
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[info@kleintierklinik-frank.de](mailto:info@kleintierklinik-frank.de)  
[www.kleintierklinik-frank.de](http://www.kleintierklinik-frank.de)

#### Responsible chamber and arbitration board:

Baden-Württemberg State Veterinary Association

#### Professional regulations:

Professional regulations of the LTK Baden-Württemberg

#### Professional liability insurance:

Allianz Versicherung AG, Munich, scope of application: Germany

#### Job title:

Veterinarian according to license awarded in: Federal Republic of Germany

#### Additional designations:

Dott. Matthias Frank, specialist veterinarian for Small and pet animals lent by LTK Baden-Württemberg

**Billing basis:** We bill veterinary services according to the Fee Schedule for Veterinarians (GOT) and medicines according to the Medicines Price Ordinance (AmPrV).

**Tax office:** Freiburg

**VAT ID number according to §27a:** DE258367556

