



## Scheduled Appointment Policy

We know your time is important - we strive to minimize your wait time as much as possible. Please review our lateness/missed appointment/same day cancellation policy below; *these measures are in place to help us meet the needs of clients and patients in a timely fashion while maintaining our high standards of care.* We understand that sometimes unexpected things happen and will do our best to accommodate you.

- If you must cancel or change your appointment, please notify the hospital prior to the day of your scheduled appointment. Please leave a voicemail or send an email if we are already closed.
  - ***After two instances of a same day cancellation you will be required to leave a non-refundable deposit before scheduling all future appointments.***
- If you know you are going to be late for your appointment, please call us.
- If you arrive 15+ minutes after your scheduled appointment time you will be asked to reschedule to the next available time slot (which may be the same day). The remaining 15min or less of your designated time is not sufficient for the veterinarian to perform a thorough exam, discuss options, perform required testing, etc... and we feel that rushing to remain on schedule for the following patient is unacceptable as that would compromise our standards of care. If your pet is ill, we will offer you the option of a drop-off exam or provide you referral to a 24 hour emergency hospital.
  - ***After two instances of arrival later than 15 minutes from the start of your appointment you will be required to leave a non-refundable deposit before scheduling all future appointments.***
- Please give us prior notice if you will not be keeping your appointment. Missed appointments are nearly impossible to fill, even with patients on our waiting list. We have only one exam room so we must utilize our time and space efficiently to accommodate patients in need of healthcare.
  - ***After one instance of a missed appointment you will be required to leave a non-refundable deposit before scheduling all future appointments.***
- The deposit (in the amount of the exam fee) can be accepted as a credit card number over the phone or as cash in person. An appointment cannot be scheduled until the deposit is received. The credit will be held until the date of your appointment and put towards your invoice total. If you must cancel the appointment the same day, miss the appointment or arrive to the hospital more than 15 minutes after the start time of the appointment the deposit is lost.

Thank you for your understanding. If you have any questions about this policy, our staff will be happy to help. We look forward to providing the best veterinary care and service to you and your pet!