

# OFFICE POLICIES

1. Patients are seen in the following order: emergencies, appointments, walk-ins. It is our goal never to keep you waiting to see our doctors but occasionally emergencies need to be worked into the schedule. If it will create a lengthy wait for you, we will be happy to reschedule another appointment at your convenience. Walk-ins will be worked into the schedule where an opening exists, which may result in a longer wait.
2. Clients who are more than 15 minutes late will be considered walk-ins.
3. Clients who miss two scheduled appointments will not be scheduled in the future. They may use our services as walk-ins or can be put on a "short notice" list of people we call when another client cancels an appointment.
4. Clients who cancel twice with less than 24 hours notice can also use our services as walk-ins or can be put on a "short notice" list.
5. Payment is due when services are provided. Unfortunately, we do not have the resources to finance the ownership of animals. We do accept major credit cards, checks, cash, and Care Credit. We can help you apply for Care Credit while at our office.
6. Checks that are returned for insufficient funds are sent directly to Check-Redi. A \$20 fee is assessed at our office, and a minimum of a \$30 fee is added by Check-Redi.
7. It is very important to us that you are treated courteously and that you are happy with the staff at our office. If you have concerns about any aspect of the care you or your pet receives, please make those concerns known to a doctor or staff member. We strive to improve on an ongoing basis and your feedback will help us.

I have read these policies and understand them:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_