

# Policies

## Appointments

To allow sufficient time for all patients and our scheduled procedures, we operate primarily by appointment. To allow sufficient time for all patients and procedures, we operate by appointment, however, we do try to accommodate work-in appointments for urgent medical concerns as our schedule allows. Emergencies are always our top priority, so unfortunately an occasional delay is inevitable, though we do our best to see each client and patient in a timely manner.

## RX

We ask that you please contact us 24-48 hours in advance for medication requests. This allows the doctor time to authorize the refill and have it prepared and waiting for you. In order to spend more time helping our clients, if you would like to order medications online, you can order your pet medication and food on our [online pharmacy](#).

## Cancellation/No-Show Policy

### **Appointments:**

We ask that a minimum of 24 hour notice be given for all appointment cancellations.

\*You may be subject to a no-call no show fee.

When you schedule an appointment and fail to show or call and notify us of your cancellation, it impacts our ability to service clients who may already be waiting to see a doctor. If you fail to show or call and notify us about difficulty in keeping your appointment time on two (2) or more occasions, you will be required to place a nonrefundable deposit of \$82 before being allowed to reschedule. We recognize that your pet may need medical attention and we do not wish to turn your pet away, but you may be subject to wait times as a walk in. Please note that missing an appointment, and/or two consecutive regular appointments, or frequent cancellations/schedule changes will result in prepayment of your exam or you will only be seen as a walk in.

### **Surgeries/Procedures:**

Due to the large block of time needed for Surgery or Dentals last minute cancellations can cause problems and added expense for the office. A minimum of 3 business days notice needs to be given for all surgery and dental cancellations. We understand that unexpected or unavoidable situations may occur resulting in cancellations. Please notify us as soon as possible if you are unable to make your appointment. we charge \$75 no-show fee and add that a non-refundable deposit equaling the low end of your estimate will be required after two or more cancellations/no-shows.

Please understand that we have created this policy out of respect for these clients who are waiting to have their pets be seen and thank you in advance for abiding by these policies.