



VALLEY VETERINARY HOSPITAL OFFICE POLICIES

(updated April 2018)

New patient appointments: We ask that the primary caregiver attend the first appointment so we can obtain the most thorough patient history. Please have all previous medical records faxed or emailed to our office at least 2 hours prior to your appointment for review. Please arrive 15 minutes prior to your appointment time so we can get all necessary information entered into your pet's health record.

Cancellations: We ask for 24 hour notice if you are cancelling or rescheduling your appointment. We understand there may be exceptions, but we would appreciate as much notice as possible to accommodate other pets in need. Multiple last minute cancellations may result in a cancellation fee of \$50 and/or discharge from our practice.

No Shows: We strive to constantly provide a high level of care to our patients. This includes an ability to see patients as quickly as possible when they need to be seen. If you do not come in for a scheduled appointment, you have taken a slot that we could have given to another patient. Multiple no-shows may result in a no-show fee of \$50 and/or discharge from our practice.

Appointment times: We value your time and we pride ourselves on appointments staying on time. If you arrive late to your appointment, you may be asked to reschedule unless the provider's schedule can still accommodate you. Priority will be given to clients who arrive on time and you may have to be worked in between them, resulting in considerable wait time. If this is not convenient, you may choose to reschedule.

Payments: Payment is due at the time services are rendered. Higher cost services will require a 50% deposit prior to treatment. Returned checks will be subject to a \$20 returned check fee. Non-payment will be subject to an 18% monthly service charge.