

## **Perrinville Animal Hospital**

### **Updated Missed Appointment and Cancellation Policy**

Our goal is to provide quality individualized medical care in a timely manner. No shows, late arrivals, cancellations, and bringing extra patients inconvenience those individuals who need access to veterinary care. We have updated our policies and would like to make you aware of them.

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments, and ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide reminder calls, texts, and emails prior to your appointment.

#### **Cancellation of an Appointment:**

If you need to cancel or reschedule your appointment for any reason, please do so before 24 hours of your scheduled appointment. Call 425-775-4992 during business hours to cancel or reschedule. If your appointment is scheduled for Monday, call by closing on Saturday (1:00pm). Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

#### **Late Arrivals and No Shows:**

If you are running late, please call us. We may still be able to see you. However, if you arrive more than 10 minutes past your scheduled exam, we might have to reschedule. A “No Show” is missing an appointment without canceling or calling. Late arrivals that need to be rescheduled are considered a “No Show”.

#### **Fees:**

First time late arrivals, cancellations, or no shows will be recorded in the patient’s chart, but will not be charged a fee. Each additional occurrence will result in a \$65 charge per patient that was scheduled. Repeat occurrences may result in discharge from the practice or pre-payment for future appointments.

No show or same day cancellations for surgical procedures will result in a \$85 charge per patient that was scheduled.

#### **Urgent Cares:**

Our practice sees patients by appointment only. However, sometimes issues arise that cannot wait for the next available appointment. In that case, our receptionist may tell you that you can bring your pet in as an “Urgent Care” and you can wait for the next available doctor. There is an additional \$35 fee for this. Although we do try to see these appointments as soon as possible, we do not want our scheduled exams to get behind and we cannot predict how long an “Urgent Care” may wait, it can take up to a couple hours.

Bringing an extra patient to be seen in addition to your scheduled appointment for a different pet will also be treated as an “Urgent Care”. We will see the pet that was scheduled, but then you may be asked to wait in the lobby for the extra patient to be seen. There will also be an

additional \$35 fee for the extra patient.

We apologize for any inconvenience this may cause and thank you for your understanding.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_