

POLICY STATEMENT FOR CLIENTS

CLIENT POLICIES

Welcome to our office!

We thank you for selecting us to serve your needs. Our entire staff is a team dedicated to providing the highest quality of care and service to our clients and patients. We take great pride in each staff member's training and capabilities.

So that we might all enjoy a smooth working relationship, we ask you to take a couple of minutes to read over our basic office policies. If you have any questions, please do not hesitate to direct your questions to our Office Manager. She will be most happy to answer any questions that you might have.

Thank you, and once again, welcome!

REGULAR VISITS

Regular follow-up preventive care is very important in maintaining the long lasting health of your pet. We, therefore, encourage our clients to adhere to the recommended visits. We will advise you when it is time for your pet's visit, and help you with appointments which best suit you and your busy schedule.

APPOINTMENTS

We strive to keep our clients' "waiting time" to a minimum, as we recognize that your time is valuable. Therefore, we are able to see our clients and patients on an appointment basis only (with the exception of emergencies). We consider an appointment made to be an agreement and commitment between our office and our clients, and we rely on our fine clients to abide by that agreement.

As we do operate on a schedule, we request a minimum of 24 hours notice, if at all possible, on any cancellation of appointments so as to allow us to schedule another patient whom might be in need of care. Without a 24 hours notice, a cancellation charge may be considered.

We will always work with you, to the best of our abilities, to furnish you with appointment times that will work best for you.

EMERGENCIES

As emergencies do arise, we ask for your patience if there is a delay during your appointment time due to a patient in need of immediate care. We will try to inform you of any changes necessary ahead of time, if at all possible.

If you have an emergency, please call the office right away and we will do everything possible to get your pet in at the earliest opportunity

FINANCIAL POLICY

PAYMENT IN FULL AT TIME OF SERVICE

We appreciate having you as a client in our practice. We will do everything possible to deliver the highest quality care in a safe and comfortable environment for you and your pet. Service is our watchword.

We want our clients to know that all monies are due at the end of your appointment or when you pick your pet up from the clinic. We accept cash, checks (with appropriate identification), MasterCard, Visa and Discover.

At your request, a printed estimate with an explanation of costs can be provided and discussed before any procedures are performed. If necessary, a reasonable arrangement can be discussed with the Office Manager with final determination made at her discrepancy.

Our Office Manager can meet with you and go over the financial policies of our office and arrange the method of payment for the care of your pet at any time. Please ask for this service at the time of scheduling your appointment.

Please do not hesitate to discuss any questions you have about our services and office policies. And, if you are satisfied with our office and the service you receive, please feel free to tell a friend. We welcome new clients and patients, and appreciate it when our clients refer their friends and family to us.

Sincerely,

Dr. Cherry Douglas and staff