

Albany Animal Hospital Policies

PAYMENT:

We can assure you, that we make every effort to keep our fees reasonable while still providing high quality medicine. We require payment in full at the time that services are provided. For your convenience, we accept Visa, MasterCard, Discover, American Express, Care Credit, cash, money orders & personal checks (checks only accepted from established clients). Please be aware that if you are paying with debit, credit or a Care Credit card, we will need to have the cardholder present with identification.

APPOINTMENT:

Here at Albany Animal Hospital, your scheduled appointment time is reserved exclusively for you and your pet. We will make every effort to accommodate your scheduling needs and provide treatment in a timely fashion. In return, we ask that you help us by keeping your scheduled appointments, arriving on time, and notifying us as at least 4 hours before your scheduled appointment if you need to cancel or reschedule. When we receive advance notice of cancellations this enables us to accommodate other patients needing care. Failure to comply with this policy will necessitate the assessment of the following fees:

1st Missed Appointment – Our staff will call to ensure you and your pet are all right and to reschedule your appointment. You will also be given a verbal warning about our \$30 Missed Doctor Appointment Fee or \$15 Missed Tech Appointment Fee.

2nd Missed Appointment – You will receive a call stating that this is your 2nd missed appointment and that a \$30 or \$15 Missed Appointment Fee has been applied to your account. In order for us to continue providing service, this fee will need to be paid.

Additional Missed Appointments – You will continue receiving calls that you have missed an appointment and an additional \$30 or \$15 Missed Appointment Fee has been applied to your account.

You will be forgiven 1 missed appointment per year.

ALL ABOVE FEES WILL BE ASSESSED PER PET IN CASES OF MULTIPLE PET APPOINTMENTS.

Due to an increase in client tardiness, we are forced to impose a new protocol. All appointments arriving 10 or more minutes late will be given the option to reschedule at that time or be seen as a walk in. Please understand that the exam fee will be higher if you choose to stay to be seen. Please expect that there may be a wait time, as we will be 'working you in' between the following appointments.

For your convenience during business hours, we usually have urgent care services available. We request that you call ahead to allow us to prepare and hopefully limit your wait time although we do understand the urgency of some emergencies and will try our best to accommodate walk-ins. We do

charge a higher fee for the exam and please expect that there may be a wait time, as we will be 'working you in' between regular scheduled appointments. After hours emergency services are available for established clients only. You can reach the Doctor on call by calling our hospital and following the prompts.

For the safety of your pet and other pets in our facility, we require that during your visit that your animals be properly contained via leash or carrier. If you do not have a carrier, one will provided for you at cost.

ANNUAL EXAMS:

All patients are required to have annual exams. This becomes especially important when patients are on medication(s). This requirement extends to bloodwork mandated by the doctor as well. If you request a refill of medication and it has been a year or more since we have done an annual exam, or bloodwork if required, you will be given a verbal, as well as a written notification that your pet needs to be seen to continue on the medications. You are given 2 months past the annual exam due date to fulfill the annual exam requirement before we stop filling the medications. With prescription diets, we allow 6 months to fulfill the annual exam requirement.

TECH APPOINTMENTS:

Too often technician appointments turn into doctor consultations. If the doctor needs to be consulted on anything during the tech appointment, there will be an additional charge of \$30 to do so or an Urgent Care Exam depending on the kind of appointment originally scheduled.

We do get booked up fairly quickly on our technician appointments and request that you call at least a week in advance when scheduling. If we do not have any openings for technician appointments, we can possibly schedule you as a Last Minute Tech Appointment which is an additional charge of \$10. Please expect that there may be a wait time, as we will be 'working you in' between regular scheduled tech appointments.

PRESCRIPTIONS:

It is our policy to take every step possible to ensure that our patients receive the very best pharmaceutical products available. Veterinarians are required by law to have a valid client/patient/veterinarian relationship in order to prescribe certain medications for patients. We carry a number of prescription products, veterinary prescription diets' and products labeled by the manufacturer 'for sale by licensed veterinarians only'. As a service to our clients, we offer mailing for a nominal fee, but please take in account the time it takes for shipping when requesting a refill of medication.

We require at least 24 hour notice for refills of all in-clinic medications. If it is a special order or compounded medication (usually located out of state), please give us at least 7 business days' notice to have it shipped. If you request a prescription and would like to pick it up within 24 hours, there will be a \$5 Rush Fee applied to your account. If you are needing multiple prescriptions filled within 24 hours, there will be a \$5 Rush Fee for each prescription. On Saturdays we will not be able to accommodate any rush prescription requests due to limited staffing. We are sorry for the inconvenience.

I do hereby verify that I have read and understand the above policies.

Client Signature _____ Date _____

