

Albany Animal Hospital Policies

PAYMENT:

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, Care Credit, cash, Money Orders & personal checks (from established clients only).

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 soon as possible if you are unable to do so. 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 Doctor Appointment – Our staff will call to ensure you and your pet are all right and to reschedule your appointment.

2nd Missed Doctor Appointment – You will receive a call stating this is your 2nd missed appointment and that a “Missed Appointment Fee” of \$30 has been applied to your account.

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

1st Missed Tech Appointment – Our staff will call to ensure you and your pet are all right and to reschedule your appointment.

2nd Missed Tech Appointment – You will receive a call stating this is your 2nd missed tech appointment and that a “Missed Tech Appointment Fee” of \$15 has been applied to your account.

Additional Missed Tech Appointments – You will continue receiving calls stating that you have missed an appointment and an additional “Missed Tech Appointment Fee” of \$15 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.

APPOINTMENT CONTINUED:

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 you will be charged an urgent care exam fee which is generally \$17 – \$30 higher than our routine exam fees. There also may be a wait time, as we will be ‘working you in’ between appointments. We will see you as quickly as possible.

For your convenience during business hours, we also have urgent care services available. 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.

We do allow walk-ins emergencies but request that you call ahead to allow us to prepare and hopefully limit your wait time.

For the safety of your pet and other pets in our facility, we request that during your visit that your animals be properly contained via leash or carrier.

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 schedule you in 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.

ANNUAL EXAMS:

All patients are required to have annual exams. This becomes especially important when patients are on medication. This requirement extends to bloodwork required 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 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.

PRESCRIPTION:

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 5 – 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.

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

Client Signature _____ Date _____

Client’s Printed Name _____

