



Albany Animal Hospital Policies

Welcome to Albany Animal Hospital! Thank you for giving us the opportunity to care for your pet. We'll be happy to answer any questions you have about your animal's health. To ensure the best care possible, please take the time to read this form completely. Thank you!

APPOINTMENTS: 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 at least 24 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 \$40 Missed Doctor Appointment Fee or \$20 Missed Tech Appointment Fee.

2nd Missed Appointment – You will receive a call stating that this is your 2nd missed appointment and that a \$40 or \$20 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 – After three missed appointments within one calendar year we will regretfully inform you that we are no longer able to accommodate you on our schedule and we will send your records to any clinic of your choice.

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

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. There will be an additional fee if you choose to stay to be seen, as we will be 'working you in' between the following appointments. Please expect that there may be a wait time.

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. Please expect that there may be a wait time, as we will be 'working you in' between regular scheduled appointments.

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 be 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 an exam fee will be charged.

We do get booked up fairly quickly on our technician appointments and request that you call at least 3-4 weeks 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 \$15. 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 several prescription products, veterinary prescription diets' and products labeled by the manufacturer 'for sale by licensed veterinarians only'.

We require at least 72 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 24-48 hours, there will be a \$15 Rush Fee for regular medication, and controlled substances a \$20 fee applied to your account. If you are needing multiple prescriptions filled within 24-48 hours, there will be a \$15 Rush Fee for each prescription.

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.

PLEASE BE AWARE WE ARE NOT ABLE TO TAKE CHECKS AS PAYMENT FROM FIRST TIME CLIENTS

Pay with cash, check or debit card and SAVE. There will be a 2% price adjustment for all transactions paid for with a credit card to help us cover the higher processing fees associated with these transactions (this does **not** include Care Credit transactions.)

Financial Agreement and Authorization: I hereby authorize the veterinarian to examine, prescribe for, and treat the above described pet(s). I assume responsibility for all charges incurred in the care of these animals. I understand that these charges must be paid at the time of release and that a deposit may be required for surgical treatment or hospitalization. Also, Care Credit and ScratchPay are the **ONLY FORM OF PAYMENT PLANS**. A service charge of 2% per month or \$5 per month, whichever is greater, will be charged on all past due accounts, and costs incurred in collecting said past due accounts.

I understand that in order to protect my privacy, information regarding client and or patient information can only be released to the owner(s) named above, and a medical record release form will need to be completed and signed by the above named owner(s).

Please inform a staff member if you require an estimate before services are performed.

If there are any disputes regarding products sold or services provided, they must be addressed in person or in writing within 7 days of the product purchase or service date.