



Hospital Payment & Scheduling Policies

Consent for Services:

Financial Policy Acknowledgement

We thank you for entrusting us with the care of your pet. In order to provide the best possible animal care, we require that all professional fees be due at the time of service. We accept cash and credit cards, including Visa, MasterCard, American Express, and Discover. We also accept CareCredit & Scratchpay.

WE REQUIRE IMMEDIATE PAYMENT FOR SERVICES RENDERED OR MEDICATION PRESCRIPTIONS FULFILLED ON SITE.

I hereby authorize the doctor and technicians to administer services and treatment as explained to me by the doctor. I assume all financial responsibility for all charges incurred for the care and treatment of my pet(s). I understand that services are to be paid for when rendered.

At my request, I will receive a written estimate for services beyond routine care, which I may decline for any reason.

Schedule Policy Acknowledgement

At Charm City Veterinary Hospital, your scheduled appointment time is reserved exclusively for you and your pet. We do not overbook appointments because we believe optimal veterinary care requires adequate time to examine your pet, discuss findings, and review treatment options with you.

To respect all our clients and patients, we ask that you arrive on time for your appointment. If you are more than **5 minutes late**, the veterinarian reserves the

right to reschedule your appointment based on the day's caseload and the needs of other pets. Please be considerate of the time reserved for you, as well as other clients and their pets who may be ill or waiting for care. As someone may be euthanizing a beloved pet after your appointment, it is imperative that your appointment is completed on time. Our staff is unable to provide the attention your pet & other pets deserve if your visit starts later than planned.

If you are unable to make your appointment or wish to reschedule, we ask that you contact us as soon as possible, ideally with **at least 24-hour notice**.

Advanced notice allows us to offer care to other patients, including those with urgent needs. We understand emergencies happen that prevent a full 24-hour notice; however, we wish to note that acceptance of cancellation as "proper" will be at the sole discretion of our manager &/or medical director in cases with less than 24-hour notice.

Failure to comply with this cancellation / reschedule policy, aka "No Call / No Show", will result in the following:

- You will receive an email notification of your missed appointment.
- Moving forward, an **\$80 deposit** will be required to schedule all future appointments. This deposit applies to your visit but will be forfeited if you cancel with less than 24 hours' notice or do not attend your appointment.
- If you are a new patient, you will forfeit your original \$95 deposit and will be required to pay it again to reschedule.

New Clients: Because we allot extra time for your first visit, a **\$95 deposit (pre-payment for the initial exam)** is required at the time of booking. This deposit is subject to the cancellation / reschedule policy detailed above. After your first visit, the exam returns to **\$80** for future appointments. You will not be required to pay another deposit to book, unless you meet the stipulations outlined above due to improper cancellation/rescheduling.

NOTE: If you think you are going to be 5+ minutes late for your appointment, please call us as soon as possible so that we may determine if your late arrival can be accommodated or you will need to reschedule. **Our facility will automatically require a reschedule for all appointments arriving later than your scheduled start time without notice.**

ALL ABOVE FEES WILL BE ASSESSED PER PET IN CASES OF MULTIPLE PET APPOINTMENTS WHERE NO NOTICE IS PROVIDED.

Late Arrival Policy

The veterinarian reserves the right to refuse service if you are late for your appointment. Our late policy is outlined in the section above.

Telehealth/Communication Policy

We pride ourselves on our effective communication with clients, our transparency, and upholding your right to information about your pet's health. In order to ensure everyone is contacted in a timely manner, we do a great deal of our communication by email and/or text messaging. We do understand some prefer telephone communication as a primary source of contact, but wish to highlight that it may not always be a doctor who contacts you. The doctor will place calls to clients based on medical need at his/her discretion. However, if you wish to request a phone call with a doctor, this will be billed as a "Telehealth Consultation" and a fee may be assessed for this call. Fees range from \$25 to \$55 based on the length and complexity of the concern/s addressed during said call. Each consultation will reserve a spot on the doctor's schedule & by participating, you agree to pay the fee as outlined above. Should you miss your scheduled "Telehealth Consultation," you may be required to reschedule based on the activity of the hospital on that day. In some cases, consultation fee may be waived at the discretion of the veterinarian on the case. You will not be billed if a doctor places a call to you that has not been scheduled by you. Payment for telehealth calls will be due at the conclusion of the call and billed to the card on file unless we are directed otherwise.