

GEORGETOWN ANIMAL HOSPITAL POLICY

Late Arrival Policy: We at Georgetown Animal Hospital strive to stay on schedule and we ask you to do your part in helping us achieve this goal. Late arriving appointments may cause a number of problems:

1. Increased wait time for those that did arrive on time for their appointment
2. Patient care becomes rushed
3. Increased safety risk for both the staff and patients as may occur, due to limited space in our lobby

Late arriving appointments may be asked to reschedule if the veterinarian's schedule cannot accommodate you. Priority is given to patients that arrive on time. If you choose to wait, the wait-time may be considerable and unpredictable.

Missed Appointment (No-Show) Policy: Using phone calls, text and e-mail we make every effort to remind our clients that they have reserved our doctor's and staff's time. **(This is why it is very important to make sure that we have your most up to date information.)** Missed appointments without notice interfere with our ability to provide service to many pets and interfere with our ability to run our day efficiently.

1. Clients that do not make their appointment will be considered a "no-show"
2. If a client has 3 "no-shows" we may elect to no longer reserve doctor's time for that client or may choose to no longer provide care to that client's pets. A multiple pet visit that is a "no-show" will be considered a multiple "no-show" as significantly more doctor's time would have been reserved and not utilized.

1st missed appt. – Staff will call to ensure you and your pet are alright and to reschedule your appointment.

2nd missed appt. – You will receive a phone call stating this is your second missed appointment and that you have been charged a Missed Appointment Fee of \$25.00.

3rd missed appt. – You will receive a phone call informing you that you have now missed three appointments and you have been charged another Missed Appointment Fee of \$50.00.

- o Going forward, if you wish to continue as a client at GAH and want to schedule an appointment, you will be asked to provide a credit card number to hold your appointment time. If this appointment is missed you will be charged the cost of an office visit (\$58.00). This will also be charged for any multiple pets that are scheduled, as additional time is blocked for each pet.

Missed scheduled procedures such as surgeries/dentals/ultrasounds – Because of the extended time given these procedures and the reservation of specialized equipment and rooms there will be a \$50.00 Fee for missed procedures. This does not affect your ability to schedule future appointments unless this coincides with other missed appointments. Any additional missed procedures will be charged half of the low end of an estimate generated for the procedure.

Cancelling Appointments: We kindly ask that you give us 24 hour notice prior to cancelling an appointment as this allows us to offer that appointment to another patient and helps our doctors and staff efficiently navigate the day. While we may ask for 24 hours notice, we do realize that life is unpredictable and we will waive a “no-show” fee if we are notified up to 1 hour prior to your appointment time. We understand that cancelled appointments happen for a number of reasons and that some are unexpected and unavoidable. We thank you in advance for abiding by these policies and helping us keep our clients, staff, and patients on schedule and safe!!