



## CANCELLATION POLICY

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed appointments and surgeries.

### **How to Cancel Your Appointment.**

To be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who needs treatment.

To cancel your appointment, please call (519) 472-9301. If you do not reach the receptionist, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call within the next business day.

- **Late Arrivals.** A late arrival is considered 15 minutes after your scheduled appointment time. The appointment will be automatically cancelled or rescheduled to a later date and you may be subject to a cancellation fee.
- **Late Cancellations.** A cancellation is late when the appointment is cancelled without a 24-hour advance notice.
- **Appointment No Show.** A "no-show" is when the client fails to show up for an appointment without a phone call, email or cancel without at least 24-hour notice. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show".

The first time there is a "no-show" or late cancellation there will be no charge to the client. A second occurrence will result in a charge for the cost of an office visit (\$80+tax) and will require pre-payment for all future visits. The 3rd occurrence will result in you being charged the cost of an office visit (\$80+tax) and the client may be discharged from the practice.

### **Surgical Procedures**

A missed surgical procedure is when you fail to show up for a surgical procedure without a phone call, email or cancel without at least 48-hour notice.

- **Surgery No show.** A surgery "no-show" is a client who misses a surgery appointment without providing 48 hours' notice of cancellation.

The first time this occurs we will process the \$100 surgical deposit as a missed surgical fee and offer to reschedule the appointment. At the second missed surgical appointment we will require non-refundable prepayment for 20% of the total cost of the procedure. If a third incident of a missed surgical appointment occurs, we will charge the non-refundable prepayment for the total cost of the procedure, or the patient may be discharged from the practice.

### **Fasting Patient Policy**

Animals arriving for surgeries, sedation, anesthetics and/or blood tests must be fasted unless otherwise told.

- For all surgeries and anesthetics, food should be removed after 10:00pm the night prior and water should be removed in the morning of the procedure.
- Please walk your dog prior to bringing him or her so that they have had a chance to evacuate their bowels and bladder.
- Animals coming to the hospital for blood testing should be fasted for at least 12 hours before the scheduled blood test.
- If your animal is on medication, please check with our receptionist before discontinuing the medication.
- Please call us for special instructions regarding puppies, kittens or diabetic animals.

*For any questions or concerns regarding the above policy please contact us at staplesanimalhospital@gmail.com*

Thank you for your understanding,

Dr. Emilia Vieira