

Late/No Show/ Cancelled appointments: At Animal Health Clinic, P.C., our goal is excellent patient and client care. In order to provide such care we need to maintain our schedule. When clients arrive late or no show/cancel with less than 24 hour notice, it prevents us from providing this care.

- 1.) **LATE APPOINTMENTS:** When clients arrive late, it impacts all the clients who arrived on time, therefore clients who arrive after their scheduled appointment time will be seen as promptly as possible, but on time scheduled appointments will receive priority.
- 2.) **MISSED APPOINTMENTS:** When an appointment is missed or cancelled without appropriate notice, it prevents us from filling the missed appointment time and providing care to another who is waiting. We therefore respectfully request 24 hours notice for ANY FORM OF CANCELLATION.
- 3.) **RESCHEDULED APPOINTMENTS:** When an appointment is rescheduled excessively, even if the clinic is given 24 hour notice, client may be required to put down a \$70 deposit for future appointments - at practice discretion.

For ALL MISSED APPOINTMENTS (cancel/no show) a determination will be made by management, once communication with client has been achieved, if the reason for the missed appointment was valid (i.e. it was unavoidable). If unavoidable, the appointment will simply be rescheduled. If there is not valid reason, we will reschedule the appointment but there will be a \$70 deposit required in order to book the appointment. This amount will be applied toward the total bill of said next appointment. **Repeat offences will automatically be required to leave a deposit to book the next appointment.**

PRESCRIPTION REQUESTS: In order to fill prescriptions or provide a written prescription, we require **24 hour notice**. This allows our staff to correctly address each request. **SAME DAY** prescription refills are subject to a \$10 urgency fee. You can purchase in house, use our online store (Covetrus) or ask for a written prescription, to be used with the online pharmacy of your choice. **Per Federal Law, it is a FELONY to transfer a controlled substance to any person other than the patient for whom it was prescribed.** We very much appreciate your compliance and understanding in these matters!

Owner

date

AHC _____