



## CANCELLATION & NO-SHOW POLICY

Unfortunately, like other medical practices, our office also experiences the occasional late arrival or no-show appointment. We try to manage these because in addition to impacting those who have arrived on time for their appointment, it has a negative impact on the medical team. Often there are cases being treated in hospital and the staff attempts to schedule their day to ensure that they can meet the

needs of those patients as well as scheduled appointments. Arriving late or not showing up for an appointment impacts our ability to manage treatments for other patients. Thus, we do have a few rules and guidelines that the staff work with in terms of late arrivals, cancellations, and no-shows.

### Late Arrivals

If you are more than 15 minutes late for your scheduled appointment time, we will be adjusting our schedule and moving you to the walk-in/urgent care service when you arrive. While we certainly understand that delays may happen, we feel we have an obligation and responsibility to do our very best to service clients and patients who are here for their appointments on time. We strongly encourage all our clients to arrive at least 15 minutes early for scheduled appointments, as we do have administrative paperwork that will need to be completed, especially if you are a new client or have a new pet. We will work towards seeing you the same day if possible, but please be aware that your appointment will be delayed until we are able to see your pet without disrupting our scheduled appointments.

### No-Shows

When you schedule an appointment and fail to show or fail to notify us of your inability to keep your appointment, it impacts our ability to service clients who may already be here waiting to see a doctor. If you fail to show or fail to notify us about your inability in keeping your appointment time on more than three (3) occasions, you may be required to prepay for your appointment time with no refund option.

### Cancellations

If you must cancel an appointment, we ask for 24 hours' notice. For dental or surgical appointments, we ask for 48 hours' notice. The following fees will be applied to your account for not calling as required.

### No-Show & Late Cancellation Fees

#### Missed Office Visits:

**1st** missed appointment – Our staff will call to ensure the wellbeing of you and your pet in addition to rescheduling your exam. A single courtesy missed appointment is granted.

**2nd** missed appointment – A **\$10.00** fee will be applied to your account for canceling an appointment a second time with less than 24 hours' notice.

**3rd & subsequent** missed appointment – A **\$25.00** fee will be applied to your account for canceling an appointment a third time and every subsequent time with less than 24 hours' notice.

#### Missed Dental or Surgical Procedures:

A **\$50.00** fee will be applied to your account for canceling a dental or surgical appointment with less than 24 hours' notice or no-showing your appointment. You will also be required to prepay for your dental or surgical procedure (based on the estimate) in order to reschedule. If you fail to show or cancel appropriately a second time, a **\$100.00** fee will be deducted from your prepaid deposit.

**Sign on reverse →**

**Please Note:**

- *A missed appointment fee will need to be paid prior to receiving any new services, prescriptions, or food.*
- *Missing three (3) consecutive appointments or frequent cancellations/schedule changes will result in prepayment of all appointments and these fees may not be refundable.*

We thank you in advance for abiding by these policies and helping us keep our clients, staff, and patients on schedule and safe!

Please understand that we have created this policy out of respect for those clients who are waiting to have their pets be seen.

\_\_\_\_\_ Date \_\_\_\_\_

Printed Name

\_\_\_\_\_  
Signature