

Memo March 2024

Dear Valued Pet Parent: I hope this message finds you and your furry friend(s) in great spirits this Spring!! We wanted to inform you about some important updates regarding our veterinary services that will enhance the care experience for your beloved companion(s). We are committed to providing the highest standard of care, and this policy overview reflects that dedication.

We are excited to introduce our New Happy Healthy Pets App.:

Scheduling your pet's next visit with us has never been easier with our new Happy Healthy Pets™ app. Book or view upcoming appointments any time. Need to ask a quick question to our veterinary team? Simply send us a text within the app. We're here to answer your questions and partner to make managing your pet's healthcare simple and more convenient.

Download the new app for free TODAY in the Apple App Store or Google Play! <https://bit.ly/46ouule>

Client Etiquette Policy:

Occasionally, our team has been subject to disrespectful behavior, and we would like to define our expectations for you more clearly, as we all work together to provide the best care for your pets. We have a zero tolerance policy against profanity, verbal abuse, or outbursts of any kind directed at our team. These actions may be grounds for terminating our professional relationship permanently. Our team is doing their best to provide you with extraordinary service and should be able to do their job without being subjected to abuse of any kind.

Discounts:

Military, first responders, students, and seniors experience a 10% discount off exams at Oldtown Veterinary Hospital. Make sure the front desk has the correct discount applied to your account.

Medications and Prescription Food Refills

The NC Veterinary Practice Act dictates that there must be a current Veterinarian-Client-Patient Relationship (VCPR) established and maintained routinely in order to prescribe medications or prescription foods. This is done by having a current comprehensive exam with your veterinarian at least once a year, more often if your pet's medical conditions involve monitoring of lab work. It is also the DEA's rule that only the doctor that prescribes controlled drugs is authorized to write further prescriptions.

Our hospital's policy for refilling medications is two (2) business days' notice due to high demand. We will do our best to accommodate emergency refills, but please plan accordingly. Given the restrictions on controlled substances, please also take into consideration that your veterinarian may not be present in the hospital daily.

Payment Policy:

Payment is due at the time services are rendered. If you have any special considerations regarding payment, please discuss this with a team member prior to scheduling your appointment. We accept a variety of payment options, including cash, check, Visa, Mastercard, Discover, American Express, and CareCredit.

Late Policy:

Oldtown Veterinary Hospital is providing care for many pets and being late to an appointment can throw off the entire day's schedule. If you arrive more than 10 minutes late for your scheduled appointment you will be offered the following two options:

- You can wait and be seen as a walk-in. Be aware this wait can be as little as a few minutes and as much as a few hours depending on the days schedule.
- You can reschedule your appointment.
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No Show Policy:

When a No Show occurs, an appointment time is missed and the ability to take care of another pet at that time is lost. This policy helps us establish that appointments made are kept. We will hold a card on file for any No Shows that occur based on the following:

Grooming:

- We will require a \$35.00 deposit after your 2nd no show. If the appointment is kept this deposit will be credited on account toward your scheduled visit. If you are a no show for the appointment the deposit will be kept as a no show fee.

Exam Appointments:

- We will require a \$68.00 deposit after your 2nd no show. If appointment is kept this deposit will be credited on account toward your scheduled visit. If you are a no show for the appointment the deposit will be kept as a no show fee.

Procedure Deposits:

Procedures are planned and scheduled in advance, therefore preventing us from caring for another pet in need when these appointments are not kept. These deposits will be collected the week before your scheduled procedure, or at time of scheduling, if scheduled within the coming week. If the appointment is kept this deposit will be credited on account toward your scheduled procedure. If you fail to cancel the procedure within two (2) business days, the deposit will be kept.

- Sedated Procedures: \$100.00
- Anesthesia Procedures: \$200.00

Urgent Care:

As part of our ongoing commitment to providing comprehensive and accessible veterinary health services. We are pleased to announce the introduction of tiered urgent care exams tailored to the severity of your pet's medical needs. We understand that emergencies can arise unexpectedly, and prompt access to medical care is paramount. In line with this principle, we have implemented a tiered exam structure for urgent care visits, allowing us to better accommodate varying levels of medical urgency. We believe the tiered exam approach will enhance the accessibility and efficiency of our urgent care services, enabling us to better serve you in times of medical need.

Effective 4/1/24, client seeking urgent care visits for their pet will have two fee levels based on the severity of the condition;

- **Urgent Care Level 1 Exam:** This applies to urgent care visits for minor conditions that require timely attention. Examples include minor injuries, mild allergic reactions, and ear or bladder conditions.
- **Urgent Care Level 2 Exam:** This is designed for patients with more extensive or potentially life-threatening conditions requiring medical attention. Examples include severe allergic reactions, breathing difficulties, gastrointestinal disorders, or traumatic injuries.
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Boarding Policy:

We sincerely appreciate the trust you have given us to care for your pets. In order to provide the best care possible for all pets entrusted to us, it is important that all clients understand and follow our policies and procedures. Cancellation and no-show fees are necessary because in reserving space for your pet the facility is turning away other boarders interested in the space. The facility consistently has a waiting list for reservations. Proper notification for cancellation gives time to provide the space to another boarder. Additionally, the facility is staffed based on scheduled reservations.

- 50% of expected charges will be due as a deposit taken at the time of scheduling.
- A notice of three (3) business days is required for a boarding cancellation. If cancellation occurs after this time frame, the deposit will be nonrefundable.
- The remainder of boarding charges will then be paid at time of check-in.
- A card will need to be kept on file for incidentals and scheduled services charges that occur during your pet(s) stay with us. These charges will be paid upon check-out.
- Pets are walked three times per day, and fed and medicated twice daily. Additional walks and playtime can be arranged for an extra charge.
- Peak Season will require a minimum of 3 nights stay with an additional charge of \$5 per night:
 - Forsyth County School Breaks
 - Memorial Day Weekend
 - Fourth of July
 - Labor Day Weekend
 - Thanksgiving
 - Christmas
 - New Year's

Everyone at Oldtown Veterinary Hospital strives to provide extraordinary service, and care to you, and your pet(s). Thank you for your continued support.

Introducing the Happy Healthy Pets™ mobile app.

