

Flagler Animal Hospital appointment cancellation policy.

Effective January 1, 2022

In an effort to serve all of our patients and clients in the most efficient manner, we have instituted the following policy regarding cancellation of appointments and no shows.

Cancellation of an appointment:

In order to be respectful of the needs of other patients, please be courteous and call the hospital promptly if you are unable to make your appointment. We respectfully ask that you provide 24 hours advance notice so that we can allow another patient access to care.

How to cancel your appointment:

To cancel your appointment, please call the hospital at 386-439-1606. If you do not reach one of our Client Service Representatives, please leave us a detailed voice mail. If you would like to reschedule your appointment, we will return your call promptly.

Late cancellations:

A cancellation is considered late when the appointment is cancelled without a 24-hour advance notice.

No Show Policy:

A “no-show” is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be noted in the patient 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 the client having to pre-pay the exam fee for the next appointment at the time of the appointment booking. This amount will remain as a credit on the account and will be applied to the invoice at the appointment. A third occurrence will result in forfeiture of the pre paid exam fee. This money will be transferred into our Charity Fund account. The client will need to prepay the exam fee for all future appointments.