

# **CANCELLATION / NO SHOW / SCHEDULING FEE POLICY**

## **POLICY**

Due to an increasing number of “no shows” and same day cancellations, combined with a very high demand for services, there will be fees for missed appointments, cancellations, new client scheduling and surgery scheduling

Our goal is to provide timely care to all our patients and to respect not only the client and veterinarian’s time, but the constraints of a tightly booked schedule. If you must cancel your appointment, we request a call or email as defined below. This allows us to accommodate other patients who may need prompt medical care. Our cancellation / no show/ scheduling fee policy will take effect March 25<sup>th</sup> 2022. We have emailed this document out as well as communicated changes through text message, and it is a part of our website.

## **TERMS DEFINED**

No Show describes any appointment that has been confirmed and then missed.

Cancellation describes an appointment cancelled with less than the required business day's notice.

Late describes a client who arrives 10 minutes or more after the confirmed scheduled appointment start time.

1 Business Day notification describes business days as Monday through Friday. Weekends and Holidays are not counted as days.

5 Business Day notification describes business days as Monday through Friday. Weekends and Holidays are not counted as days.

New Client is any client who has attended less than 3 scheduled appointments successfully.

Current Client is any client who has attend more than 3 scheduled appointments successfully.

## **PROCEDURE**

Client is to be notified of the appointment No-Show & Cancellation Policy at the time of scheduling. This policy will also be found in the appointment booking confirmation emails and on our website.

## **EXAM SCHEDULING - CURRENT CLIENTS**

a. Appointment must be cancelled at least 1 full business day prior to the scheduled appointment time. Cancellations that occur with less than 1 full business day notice will result in a \$65 charge.

b. No Show appointments will be charged a \$65 fee. We understand that extenuating circumstances do arise; these will be handled on a case-by-case basis by hospital management.

c. In the event the client arrives more than 10 minutes late to their appointment the \$65 fee will apply.

d. If two (2) no shows occur in a row or within a calendar year, the client will be required to pay “non-refundable scheduling fee” equivalent to the estimated appointment being

scheduled. If that scheduled appointment is attended successfully as scheduled, the fee will be applied to the appointment.

## **EXAM SCHEDULING - NEW CLIENTS**

**ARE REQUIRED TO PAY NON REFUNDABLE SCHEDULEING FEE \$65.**

Nonrefundable scheduling fees will be applied to the successfully attended appointment.

- a. Appointment must be cancelled at least 1 full business day prior to the scheduled appointment time. Cancellations that occur with less than 48-hour full business day notice will result in a forfeit of the scheduling fee.
- b. To reschedule missed appointments, the new client will be required to again pay the non-refundable scheduling fee. Should this happen at the next appointment, the client forfeits their right to any future bookings.

## **SURGERY SCHEDULING - ALL CLIENTS**

**ALL CLIENTS ARE REQUIRED TO PAY NON REFUNDABLE SCHEDULEING FEE OF \$65.00 AT THE TIME OF SCHEDULING.**

Nonrefundable scheduling fees will be applied to the successfully attended appointment.

- a. Surgery Appointments may be rescheduled only until 7 business days BEFORE the scheduled surgery date. Any surgery that is rescheduled or cancelled after that time will result in forfeit of the Nonrefundable Scheduling Fee.
- b. If you are Late to your admit time the Nonrefundable Scheduling Fee will be forfeit.