

COUNTY ANIMAL CLINIC, INC.
Ronald C. Anders, D.V.M.
609 North Second Street
Coldwater, Ohio 45828
419-678-3610 or 800-868-VETS (8387)

PAYMENT POLICY

County Animal Clinic receives no support from charitable organizations, or from the government; therefore prompt payment assures maintenance of a well-equipped and well-stocked facility for the medical care of your pets and livestock. Due to the fact that prompt payment must be insured for us to provide this quality of care, the following policies are **MANDATORY**.

- 1.) **Payment is required at the time service is rendered.**
- 2.) We accept cash, personal check, VISA, MasterCard, Discover, and Care Credit.
- 3.) There is a **\$25.00** charge for **ALL** returned checks. After two returned checks, we will require cash or a cashier's check as payment for future services.
- 4.) Certain emergency surgical procedures will require a deposit **in advance**. An estimate for surgical cost will be given upon request.

Estimate of \$99.00 or less = deposit of \$30.00 - \$50.00
Estimate over \$100.00 = deposit 50% of estimate cost

FULL PAYMENT IS REQUIRED AT THE TIME OF DISCHARGE.

- 5.) Checks will be held and cashed at a later date upon request. We will **hold a series of checks but not beyond 30 days** unless approved by Dr Anders. We will pay the service charge incurred by the client should we accidentally deposit the check before the specified date.
- 6.) Emergency cases require a **minimum** of **\$50.00 for deposit** at the time the animal is admitted to the clinic for treatment.
- 7.) A **\$6.00 MONTHLY BILLING CHARGE** will be added to **ALL** companion animal accounts that are **OVER 60 DAYS DUE.** Farm accounts will be charged the first and second month of billing to cover expenses of billing procedures. NO billing fee will occur if the account is paid off entirely BEFORE the monthly statements are mailed.
- 8.) Interest of 2% per month (24% per year) will be charged on **ALL** accounts **OVER 30 DAYS DUE.** The **minimum** charge will be **\$6.00 per month.**

- 9.) No additional services may be charged to any account with an outstanding balance over 30 days due for companion animals or 60 days for farm accounts. **ALL FEES** must be paid at the time of service if a balance exists.
- 10.) Dog food and/or other supplies must be **PAID IN FULL** when dispensed due to the low margin of profit. These products are provided for our clients at a reasonable cost as a **SERVICE**, not as a major source of income to the clinic.
- 11.) After 60 days of non-payment, **we will not be available for further veterinary services** until payments are made or you have made other arrangements with our business office. **Your account will then be turned over to our collection agency for collection, including collection fees and attorneys fees.**
- 12.) A warning letter will be sent to any account 60 days past due and without activity. **Any account 90 days past due is turned over to our attorney for small claims court or further legal action.**
- 13.) Replacing our open-billing policy is a low interest payment plan called Care Credit which is a program through G.E. Capital. This is a Credit Card for Veterinary Services and requires an application that must be approved over the telephone prior to the discharge of the patient. Care Credit offers many benefits to you and your family such as:
- Payments as low as 3% of the outstanding balance (i.e. minimum monthly payments on a balance of \$1500.00 is only \$45.00 per month; however, larger payments may be made.
 - No Annual Fee
 - Low Interest Rates
 - Your first charge is interest free for 90 days for charges less than \$2000.00 providing you pay the balance in full in 90 days.

These policies will remain in force to help provide the best medical care for your pet or livestock.

If you have any questions, please direct them to our Office Manager or Dr. Anders.