

## Welcome to our Practice

**The following policies are in place to ensure quality care for all of our patients and to build and maintain mutually beneficial client/patient relationships. We sincerely appreciate your business.**

### Office Hours:

- \*Our office is open from 7:30am-6:00pm M-F and 8am-12:00pm Saturdays. We are closed on Sundays.
- \*Doctors are available to examine patients from 8:30am-12:30pm & 2:30pm-5:30pm M-F and 8:30am-11:30am Saturdays

### Appointments:

- \*We accept walk in visits for your convenience but recommend appointments M-F
- \*Drop off service is available for existing clients and for routine visits M-F
- \*Patients seen on Saturdays are on a "first come first served" basis only. Emergencies are exceptions.
- \*New clients and clients with sick animals need to stay for doctor's exams.

### Written Prescriptions/Online Pharmacies:

- \*Written prescriptions may be requested by our clients and picked up at our office during regular business hours.
- \*Many online pharmacies use unethical tactics and sell counterfeit products. Therefore we no longer call in prescriptions or talk to online pharmacies. We know where our products come from and our manufacturers guarantee them.

### Vaccinations & Parasites:

- \*All animals staying at our clinic are required to be current on the following vaccinations:
  - Dogs:** Rabies, DHLPP, Bordetella and Canine Influenza
  - Cats:** Rabies, FVRCP, FELV. (Cats who are indoor only are exempt from FELV requirement)
- \*It is the client's responsibility to provide proof of vaccinations to us (in writing) when leaving a pet with us for any reason. Pet's left with us without proper proof of vaccination history will be given any needed vaccinations at the owner's expense.
- \*We recognize Bordetella as a 6 month vaccine. All vaccinations require time to take full effect. If possible, they should be administered at least 48 hrs in advance of stays at any facility.
- \*It is the client's responsibility to ensure their pet is free of fleas, ticks and parasites when leaving a pet in our care for any reason. Pets found to have fleas, ticks and/or parasites will be treated at the owner's expense.

### Boarding:

- \*Drop off/pick up times are 7:30am-6:00pm M-F and 8:00am-12:00pm Sat.
- \*Animals being groomed or bathed on check out day should pick up between 4:30pm & 6:00pm
- \*Boarding rates are \$21 per animal per night for runs and \$19 per animal per night for cages.
- \*Medication administration fees are \$2.58 per administration frequency (once, twice, three times daily)
- \*We do not charge for walking/exercising pets. We take them outside at least twice daily.
- \*We provide food at no additional charge. We provide Purina EN dry food to minimize upset stomachs.
- \*It is always best to bring your pet's own food to eliminate stomach upset from changes in diet.
- \*Medications should be brought in their original containers with labels clearly readable
- \*We cannot guarantee the condition of any items left with your pet in their run/cage.
- \*It is best to leave favorite toys & blankets at home. We are happy to provide bedding if needed.
- \*We do not keep pet's leashes. We have our own and do not want to lose yours.

### Grooming:

- \*Our groomer determines pricing for grooms and baths. She should be consulted for all pricing matters
- \*Pets should be dropped off between 7:30am & 9:00am & picked up between 4:30pm & 6:00pm
- \*New clients should meet the groomer and discuss their grooming expectations in person with their pet to avoid any communication errors. She arrives at 9:00am each day.

### Surgery:

- \*Pets should be dropped off between 7:30am & 9:00am
- \*We will call you at the conclusion of surgery to update you and answer questions
- \*Pets may be picked up between 4:30pm & 6:00pm (unless instructed otherwise).
- \*Owners should withhold all food and water from 10:00pm the night before surgery.
- \*Geriatric patients (7 yrs+) are required to have fluids and blood work performed prior to surgical procedures. These are optional but strongly recommended for younger patients.

### Payments:

- \*Payment in full is expected when services are rendered.
- \*We accept Cash, Check, American Express, Visa, MasterCard, Discover and Care Credit. We do not accept held checks
- \*We promptly prosecute on all unpaid NSF checks.
- \*Charging of any kind is restricted to emergency surgery and only available to existing clients with consistent payment histories. Personal financial information is required for anyone receiving charging privileges.