**2022 Churchville Veterinary Hospital, P.C**

**Practice Policies and Procedures**

For the past 25 years, Churchville Veterinary Hospital has committed to providing the best quality care in a friendly atmosphere. Building and maintaining healthy Veterinarian-Client-Patient relationships through trust and communication is an important part of our pledge. In order to provide the best service for our clients and their pets, we adhere to the following policies.

This is a summary of all fundamental policies regarding ***A) Appointments B) Medication & refills C) Financial & Billing and D) Code Of Conduct E) Pet Insurance***

You may request a printed copy of our Practice Policies and Procedures anytime. A copy can also be found on our website [www.churchville-vet.com](http://www.churchville-vet.com). Thank you in advance for your cooperation and participation in achieving our mutual goals.

1. ***Appointment & Arrival Policies:***

1: We offer appointment reminders via text, email and phone as a courtesy, pet owners are responsible for keeping track of all appointments. Please allow 24 hours when canceling or rescheduling appointments so that we can offer the appointment to another patient. Surgical procedures require a 48 hour cancellation notice. Failure to provide 48 hours for surgical cancellations will result in a $50 fee. Please note that missing two appointments within 12 consecutive months *without* 24 hours will require you to prepay a non-refundable exam fee for future appointments. Missing a third appointment with in 12 consecutive months *without* advanced notice will be grounds for dismissal from our practice.

2: Please arrive 5 minutes before your appointment time to allow time to check you in and weigh your pet before your appointment begins. If you are more than 10 minutes late for your appointment, we will try our best to accommodate you, but you may be required to reschedule your appointment. If we are able to accommodate you, you can expect to endure extended wait times. Arriving more than 20 minutes late will be considered a missed appointment. We will not be able to accommodate you and you will need to reschedule your pet’s appointment.

3: If you are new to Churchville Veterinary Hospital, we require that your pet’s previous veterinary records (if applicable) be sent to us for review *prior* to your pet’s first appointment. It is the ultimate responsibility of the owner to acquire these and ensure that we receive them in advance.

4: We set aside 40 minutes for all *NEW* patient wellness visits, to allow sufficient time for the Veterinarian to review your pets’ details and establish a relationship with you and your pet. A new client who misses their *first* appointment without 24 hour notice may not be able to make further appointments with us.

5: We strive to minimize wait time as much as possible; however, emergencies do occur in this setting and those will take priority over any scheduled visits. In such cases, we would appreciate your patience and understanding, knowing that we would do the same for your pet.

6: Wellness exams are prevention focused not problem focused. If your pet is showing any signs of illness, or you have concerns about your pet’s health/behavior please contact the office 24 hours prior to your pet’s scheduled wellness appointment. Pet’s that do not feel well require a sick visit. Sick pet appointments require more observation and are scheduled accordingly.

7: Please schedule your pet’s appointments well in advance. At times, we may experience high case volumes or scheduling restrictions and may not be able to accommodate a specific day or time that is being requested. For your convenience, we do offer a drop off option. Drop off availability is limited, not available for every case and is at Veterinarian discretion. If your pet is scheduled for a Drop Off, they will be brought to us in the morning and a scheduled pick up time will be made for later in the day. Your pet will experience a day admission at our hospital instead of a specific appointment time. We will tend to your pet with great care and consideration throughout the day. The treating Veterinarian will contact you after examination to discuss findings, recommended diagnostics, treatment options and discharge instructions.

8: For your safety and protection, and that of others, *all* pets must be controlled on a short leash or presented in a secure pet carrier upon arrival. In the event of an accident or emergency, it is best to contact the office for advice on handling and transporting your pet. If you do not have a leash, a hospital leash will be loaned to you for the duration of your visit.

1. ***Medications/Prescription Refill Policies***

1: Prescription refill requests will be accepted Monday-Friday during normal business hours. Please allow 72 hours or three business days for prescription refills. This includes heartworm/flea and tick prevention and prescriptions called into an outside pharmacy.

2: For the safety of your pet, pets being treated for conditions that require consistent medications, our standard care requires that pets be seen in our office every 6 months for necessary medical monitoring in order for us to refill any medications. This may vary depending on the individual pet’s diagnosis, medication and dose and is ultimately determined by the treating Veterinarian on a case by case basis.

3: Federal law requires that we must examine your pet prior to prescribing or dispensing any medications. A valid veterinarian-client-patient relationship is required for *all* prescription medications. We cannot provide prescription diets, pest or heartworm prevention, or refills to patients that have not been seen for a wellness exam within the last 12 months.

4: Prescription medications *cannot be returned.* Our prescription medications are regulated by the Federal Drug Administration (FDA) and are subject to the same dispensing laws and regulations as human pharmacies.

***C) Code of Conduct***

1: At times we understand that there may be high levels of concern and stress surrounding your visit. We ask that you remain; patient, kind and respectful when interacting with any of our Veterinary team. We have a zero tolerance policy for verbal abuse, foul language, demanding/demeaning behaviors, threats, violence, or any displays of aggression. These behaviors will be grounds for removal of premise and immediate termination.

2: If your pet is being treated by one of our Veterinarians your cooperation with the Veterinarian may be required. This may include providing us with pertinent information or feedback about your pet’s condition in a time sensitive manner. Failure to cooperate with clinic instructions restricts our ability to provide proper care for your pet.

***D) Financial Policies***

1) Payment in full is due *at time of service.* Churchville Veterinary Hospital does *not* offer payment plans but we do accept; Visa, Mastercard, Discover, Personal Check, Cash, CareCredit and Scratchpay. A $25 fee will be charged for any returned checks. We also accept payment over the phone.

2) Estimates can be provided and discussed before treatment is authorized. Estimates are approximations. They are not guaranteed. Additional services, medications or treatments not on the estimate or requested afterwards will incur additional charges. Estimates are valid for 30 days and prices are subject to change.

***E) Pet Insurance***

1. Pet insurance policy holders will be responsible for payment in full at the time of service. The pet policy holder will be required to independently submit a claim to their pet insurance company for reimbursement. Specific coverage may vary based on your specific pet plan’s terms and conditions.