

# **EMRVC Appointment Policy**

Thank you for choosing EMRVC as your pet's veterinary healthcare provider. In an effort to continue to give you and your pet(s) the best possible care, we have updated our Appointment Policy. We have done this because our medical and surgical appointments are often completely booked several weeks in advance. Our goal is to ensure that when you call for an appointment, we have the most up-to-date availability and can get your pet and other pets in need scheduled as soon as possible. We cannot stress how important your phone call/text message/email is in helping us provide continuous care to all of our patients.

If you need to cancel or reschedule your appointment, please call our office to avoid a missed appointment fee. All appointment fees will be billed to the address on file and must be paid before scheduling future appointments. If you fail to cancel without advance notice or do not show up for your scheduled appointment, you will be assessed the following fees:

## **Missed or Canceled Appointments:**

- **Exams:**  
A \$50 fee per pet per appointment scheduled if the appointment is missed or canceled without 24-hour notice. For all missed appointments, the next appointment(s) scheduled will require a \$79 deposit per pet.
- **Surgery:**  
Your \$150 deposit will be processed if the appointment is missed or canceled without 24-hour notice.
- **TPLO or other specialty surgery:**  
Your \$350 deposit will be processed if the appointment is missed or canceled without 72-hour notice.
- **Technician Appointments:**  
A \$15 missed technician appointment fee if the appointment is missed or canceled without 24-hour notice.

## **Late appointments:**

Please call to advise us if you will be late for your appointment.

**0 - 15 minutes late** - we will accommodate.

**16 - 30 minutes late** - we will ask the Dr., and if they are able to accommodate the lateness, we will see your pet but may recommend a drop-off exam. If the Dr cannot accommodate the lateness or offer a drop-off exam, the appointment will need to be rescheduled.

**31+ minutes late** - you will be asked to reschedule unless the Dr approves a drop-off exam.

## **Appointment Deposits**

**New Client:** \$79 deposit per pet to schedule their first appointment. The deposit will go toward the cost of the visit.

**New Pet:** \$79 deposit for new pets added to an existing client account. The deposit will go toward the cost of the visit.

**Greater than 3 years since last visit:** If we have not seen any pets in your account for three years or more, we require a deposit of \$79 per pet to schedule the exam. The deposit will go toward the cost of the visit.

**Multiple-Pet Appointments:** For an existing client scheduling a multi-pet appointment, we now require a \$79 deposit. The deposit will go toward the cost of the visit.