



VETERINARY REPRODUCTION SPECIALIST AND INTEGRATIVE MEDICINE

Notice of Policy:

In order to protect all of our clients' and patients' valuable time, Balanced Genetics has implemented new policies.

Cancellation/No Show Policy

Please note that once you have booked an appointment with us it means that we have reserved time in our schedule exclusively for you. If you cancel your appointment less than 24 hours before it is scheduled to take place, you will be subject to a cancellation fee. If you do not show up to your scheduled appointment without any notice, you will be subject to a no show fee. If you do not show up to 3 appointments you will be required to pay a service deposit for each appointment you schedule moving forward. To avoid any of these fees, please provide cancellation notice at least 24 hours prior to your appointment. You can cancel or reschedule an appointment by emailing us at balancedgenetics@gmail.com or text/call us at 772-742-1110.

*Please note that the subject charges are different from the cancellation/no show policy for surgery and sedated procedure appointments.

Late Arrival Policy

Clients are asked to arrive at their appointments at their scheduled time. New clients who have not filled out and sent in a New Client Form are asked to arrive at least 15 minutes before their scheduled time. This allows enough time for the registration process to be completed before the actual appointment begins.

A grace period of 15 minutes will be permitted for unforeseen delays a client may encounter while traveling to the clinic location for their appointment. If a client arrives more than 15 minutes late for their appointment, the client will be given the option of either being seen that day as a walk-in, if the schedule permits, or rescheduled for a later date. This process will ensure patients that do arrive on time are seen in a timely manner.

Surgery and Sedated Procedures Policy

Drop-Off:

Drop off time for all surgeries and procedures is 9:00 am. This allows our team to prep the patient and run all pre-procedure tests for safety. If you need to discuss the drop-off time then contact us by email at balancedgenetics@gmail.com, or text/call 772-742-1110.

Same Day Consultations and Procedures:

If you booked a consultation and surgery/sedated procedure for the same appointment please have the New Client Form completed and sent to us before your appointment. This allows us to create a record for the patient and get all medical history in order, ultimately freeing up the consultation for you and the Balanced Genetics Team to sit down and go over everything to expect with the procedure.

Fasting:

If the patient is required to fast for a procedure the Balanced Genetics Team will let you know the time period to begin fasting and if food, water, or both should be withheld. Fasting before procedures is important for the safety of the patient as they can asphyxiate. If you show up and did not fast the patient as instructed you may be asked to reschedule and be charged the cancellation fee.

Cancellation/Late Arrival/No Show:

As many surgeries and sedated procedures can be intensive and time consuming we need our clients to respect all time commitments. If you cancel your appointment less than 48 hours before it is scheduled to take place, you will be subject to a cancellation fee. If you do not show up to your scheduled appointment without any notice, you will be subject to a no show fee. If you do not show up to 3 appointments (any combination of integrative, reproduction, or surgical/sedated appointments) you will be required to pay a service deposit for each appointment you schedule moving forward. To avoid any of these fees, please provide cancellation notice at least 48 hours prior to your appointment. You can cancel or reschedule an appointment by emailing us at balancedgenetics@gmail.com or text/call us at 772-742-1110.

*Please note that this policy is different from the 24 hour notice policy for regular appointments.

A grace period of 15 minutes will be permitted for unforeseen delays a client may encounter while traveling to the clinic location for their appointment. If a client arrives more than 15 minutes late for their appointment they may be asked to reschedule and be charged the cancellation fee.

Thank you for your understanding and we hope to continue providing you quality services.

If you have any questions please feel free to contact us via email or phone/text.

balancedgenetics@gmail.com

772-742-1110

Sincerely,

The Balanced Genetics Team