

## ***No-Show and Late Cancellation Policy***

As there has been an increase of demand from the community for veterinary care, our goal continues to be to provide quality, individualized medical care in a timely manner. Two events that are hindering our goal are: not showing up to a scheduled appointment and last-minute cancellations. This prevents clients and their pets who are in need of receiving our care from getting an appointment. In order to decrease these occurrences, we are having to implement a “No-Show” and Late Cancellation Policy ..

### ***Cancellation of an appointment:***

In order to be respectful of the medical needs of other pets, please be courteous and call our office promptly if you are unable to show up for an appointment. If it is necessary to cancel your scheduled appointment, we require that you call at least 1 business day before your scheduled appointment. Appointments are in high demand, and your early cancellation will allow this time to be reallocated to a pet in need of treatment.

If you do not reach a receptionist, please leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your telephone number and we will return your call.

### ***Late Cancellations:***

A cancellation is considered to be late when the appointment is canceled without giving at least one business days' notice. A late cancellation will be recorded in the client's chart.

### ***Appointment “No-Show” Policy:***

A “no-show” is a client who misses an appointment without canceling it. A failure to be present at the time of a scheduled appointment will be recorded in the client's chart.

The first time there is a “no-show” or a late cancellation there will be no charge to the client. A second occurrence will result in you being charged the cost of an office exam (currently \$67) AND you will be required to pay the “no-show”/ late cancellation fee before you can reschedule. If there is a third occurrence you will be discharged from the practice. The person named on the account will be held responsible for the actions of those responsible for attending the appointment.

Thank you for your dedication and support during these challenging times. We appreciate your understanding about this new policy. Please reach out to the office manager, Melissa, with any questions.