



Whiskey River Large Animal
69 Three Wolf Road, Franklin, NC 28734
828-524-1957 // whiskeyriver.vet

Exceptional Care. *For Life.*

PAYMENT & SERVICE AGREEMENT

Effective March 1, 2022

Our commitment to deliver the best and most comprehensive patient care available to your animal is coupled with an administrative staff available to assist you with understanding our policies and facilitating payment of your veterinary services. It is our policy that payment is due in full at the time services are rendered and invoiced. Payment can be made with cash, check, credit card (Visa, Mastercard, Discover, American Express), Venmo, or CareCredit.

Clients who cannot be present for a visit, or who do not wish to wait until the end of a barn visit for invoicing, are asked to have a card on file. Your making the appointment and allowing us to treat your animal is your consent for us to run the card on file for the amount invoiced within 24 hours of the visit.

Clients must have the most current WRLA CLIENT INFORMATION SHEET completed and on file before patient services can be scheduled and/or rendered.

Payments, Emergency Credit, Wellness Plans

We believe that effective communication of fees and payment policy is vital to maintaining good working relationships. We encourage clients to ask for estimates of costs for all veterinary services prior to or at the time of the appointment.

CareCredit

We urge clients to apply for CareCredit, regardless of credit score, to help ease potential financial burden. CareCredit offers a variety of credit options specifically for veterinary expenses. Please apply online at www.CareCredit.com.

Prescription Policy

Whiskey River has a full online pharmacy that is competitively priced and sourced from trusted manufactures and distributors. All prescriptions will be filled using our online pharmacy or direct purchase from our clinic inventory. In the event a medication is not available on our pharmacy, prescriptions fulfilled elsewhere will be charged \$15 for transmitting prescriptions to third party vendors.

Equine Wellness Plan Members

Horses enrolled in our Acute+ Equine Wellness Programs will be provided their wellness care, as is included in their selected plan, free of charge, as long as your account with our partner, Acute+, is in good standing. Your account status will be verified before your wellness visit. For those with acute medical coverage (emergency coverage) in their plans, your emergency visit will be free of charge (up to your plan maximum) when serviced by WRLA. If your horse needs or receives emergency care at another facility, you are most likely expected to pay that facility in full, before your claim will be processed by Acute+ and funds are retroactively applied. Payment for any services not covered under your selected plan will be expected at the time of service.

Authorization of Care, Financial Responsibility & Delinquent Accounts

WRLA requires clients to name Authorized Decision Makers on the CIS (Client Information Sheet). Authorized Decision Makers can only be named by the animal owner. Clients must complete a CIS prior to or at the appointment before we can provide veterinary services. If leaving town, clients are asked to email us travel dates and who is authorized to make decisions in the event of an emergency.

NOTE: Boarding agreements usually authorize farm/barn managers or trainers to make medical and financial decisions on your behalf. We recommend all clients fully understand their boarding agreements. When your farm/ barn manager requests a service from WRLA on your behalf, you assume financial responsibility for this request.

Delinquent Accounts

In the event that an account becomes past due, we charge a monthly service fee of \$10.00 minimum or 5% of the outstanding balance for balances older than 30 days. At 45 days past due, clients will be placed on EMERGENCY SERVICES ONLY status and any elective services must be veterinarian-approved and paid in advance. At 60 days past due, accounts are subject to collections and/or legal proceedings as well as discontinuation of all services from Whiskey River Large Animal. It is the client's responsibility to pay the outstanding balance, late fees, interest charges, attorneys' fees, and court costs associated with collections and/or legal proceedings. Returned checks incur a \$45 service charge added to the outstanding balance.

Compounded Medication

WRLA occasionally uses compounded medications when FDA-approved formulations (example: liquid vs. pill) or ingredients have limited availability or become unavailable. Compounded medications have not undergone FDA testing to prove efficacy. By giving us permission to treat your animal, you've agreed and understand this and also give permission to dispense and/or prescribe compounded medications to your animal.

Social Media/Photography Acknowledgment

Throughout the course of providing medical care for your animal, WRLA veterinarians and staff may take or be provided with photographs of your animal for purposes of care management. In the course of business, it is common practice to use such photographs for educational seminars, social media, website articles, and training purposes. As a WRLA client, you authorize us to use animal-only images, while retaining anonymity, for educational purposes without further consent.

If you **do not consent**, initial here: _____.

This Payment & Service Policy allows us to minimize outstanding receivables, therefore allowing us to further invest in medical equipment, technology, and training to continue providing state-of-the-art care to the local equestrian community. We appreciate your cooperation.

Whiskey River Large Animal Mobile Veterinary Services (and any of its related subsidiaries) reserves the right to change payment terms and/or pricing at any time without prior notice.

I have read and agree to all of the above. _____ (Initial)

_____ (Initial): I would like a digital copy of this agreement forwarded to me at my email address on file.