

HONEY BROOK ANIMAL HOSPITAL, LTD

3784 Horseshoe Pike | Honey Brook, PA 19344 | Phone 610-273-2887

Thank you for choosing Honey Brook Animal Hospital for your pet health needs. Our primary goal is to deliver quality comprehensive veterinary care for your pet. An important part of our mission is making the cost of care as manageable for our clients as possible by offering several payment options. We do expect payment in full at the end of your pet's visit or discharge from the hospital using any of the methods below.

Payment Options:

-Cash, Check, Visa, Mastercard, American Express, Discover, Debit

-Care Credit monthly payment plans

- Allow you to pay over time with no or low interest plans
- Available for any treatment amount
- Can be used repeatedly without having to reapply

-A deposit of 30% may be required for extensive treatments &/or procedures.

Emergency/unplanned situations:

We understand that situations arise that are not planned for. In those special circumstances, if the above options are unavailable to you and you have an established relationship with us, we can hold checks to be deposited at a later date, if needed. You may speak to our hospital administrator about in-house payment arrangements. These in-house options are an exception and last resort and must be discussed before treatment begins. There will be a monthly processing fee on balances older than 30 days (1.5% of the balance or a minimum of \$7.50). Due to the high costs associated with billing, we do not bill.

Additional information:

- For clients with pet insurance, we are happy to provide you with whatever documentation is required to submit a claim to your insurance carrier in an effort to help you get the maximum reimbursement allowed by your policy.
- Honey Brook Animal Hospital uses Telecheck, a check guarantee service, to process checks. We may ask for identification while processing your check. This is just part of the process. Please do not be offended by our request. If your check is manually processed by us and is subsequently unable to be deposited, you will incur a charge of \$30 for each occurrence.
- Should an account become past due (no payment in 60 days), we reserve the right to turn the account over for collection. Any collection charges we incur that we are legally allowed to pass on to you will be added to the balance to be collected.
- A fee equal to the minimum of one office visit may be charged when a client misses more than one appointment without 24 hours notice. We reserve the right to increase the fee if the missed appointment is for multiple blocks(pets) or on a Saturday.

If you have any questions about financial arrangements, please do not hesitate to ask.