

Missed Appointment Policy

At **Best Friends' Veterinary Hospital**, your scheduled appointment time is reserved just for you and your pet. We try not to overbook appointment times in order to provide excellent veterinary care and to be sure we have sufficient time to adequately examine your pet and to discuss your pet's condition and treatment options in detail with you.

We will make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments, arriving on time and notifying us a minimum of twenty-four (24) hours in advance if you are unable to do so. When we receive advanced notice of cancellation, we are able to avoid lost revenue and misspent employee time, which keeps our overhead down and our fees reasonable. More importantly, we are able to accommodate other patients needing care. Failure to comply with this policy will necessitate the assessment of the following fees:

- **First missed appointment:** Our staff will call to ensure you and your pet are all right and to reschedule your appointment.
- **Second missed appointment:** You will receive a letter stating this is your second missed appointment and that you have been charged a missed appointment fee (\$50.00)
- **Third missed appointment:** A letter will be mailed informing you that you have now missed three appointments and you have been charged another missed appointment fee (\$50.00)
- **Further missed appointments:** Further missed appointments will require immediate payment of our Standard Fee for Doctor's Visit (\$51.05/dogs and cats or \$68.10/exotics). **This fee must be paid prior to scheduling any future appointments.**

Please sign below that you have read and understand this policy

Sign: _____

Date: _____