



Lake County Veterinary Clinics Appointment Cancellation Policy:

Like other medical practices we also experience late client arrivals for their pet's appointment and clients who fail to appear for the appointment that was made for their pet's care. Late arrivals and missed appointments make it difficult for us to provide good care for each of our patients because of our limited doctor and staff time available each day. In order for us to provide quality medical and surgical care to our patients our staff carefully schedules patient appointments. When patients arrive late, or miss their appointment, it negatively impacts our ability to provide good care for all of our patients. It also has a negative impact on our medical team because of unnecessary time stress. We do not want a late arrival to negatively impact the care that we provide for the pets of our clients who have responsibly arrived on time for their appointment.

To prevent problems for all of our clients and patients the following guidelines for late arrivals, appointment cancellations and failure to honor an appointment without cancellation notification (missed appointments) have been developed.

Late Arrivals:

Please be aware that if you are more than 15 minutes late for your scheduled appointment time, we will be adjusting our schedule and moving you to the Walk -In and Urgent Care Service when you arrive. This will cause an increase in the cost of your pet's care and it may also take longer for your pet to receive care. We regret that delays and increased costs may occur, but we have an obligation and responsibility to provide our most efficient and cost-effective service for our clients and patients who arrive on time for their appointments. We strongly encourage all our clients to arrive at least 10 minutes early for scheduled appointments in order to begin the administrative paperwork that will need to be completed for their visit. This is especially important if you are a new client or if you are bringing a new pet to us for care.

Appointment Cancellations:

We understand that circumstances beyond your control may require you to cancel your appointment. We want to work with you to ensure that quality care is provided to your pet each time that you make an appointment, and that we are able to help all of our clients receive the same good care for their pets each time they make an appointment.

- If you must cancel an appointment for an **office visit**, we ask you to provide us with **24-hour advance telephone notice** to prevent you from being financially responsible for the allotted appointment time you were given.
- For those patients who are scheduled for **dental care, and surgical care**, we ask for **48 hours of advance telephone notice** of your cancellation.
- The following fees will be applied to your account for not calling and informing us within the 24-hour medical appointment or 48-hour surgery and dental care appointment advance telephone cancellation time.

Missed office visit appointments without 24-hour advance telephone notification to our clinic:

- **First missed appointment:** Our staff will call to ensure your well-being and the well-being of your pet. We will reschedule your examination time **ONCE at no extra charge**.
- **Second missed appointment:** A **\$29.00 charge will be applied to your account** for canceling an appointment a second time without providing 24 hours advance telephone notice.
- **Third and subsequent missed appointments:** A **\$58.00 charge will be applied to your account** for late canceling of an appointment a third time, and for every subsequent time, if you do not provide us with 24 hours advance telephone notice.

Missed dental care or surgical procedure appointments without 48-hour advance telephone notification to our clinic:

- **For dental care or surgical care procedure appointments a \$100.00 additional cost will be charged to your account** for canceling an appointment with less than 48 hours advance telephone notice.

Repeated Missed Appointments without Telephone Cancellation Notification:

When you schedule an appointment but fail to honor this appointment (a missed appointment) without adequately notifying us of your inability to keep this appointment, it negatively impacts our ability to care for all of our patients who are scheduled to see a doctor on that day.

- **If you miss your appointment without calling and notifying us of your inability to keep your appointment on more than three (3) occasions, you will be prohibited from scheduling any future appointments with our medical staff and your pet will only be seen on a pre-paid Walk-In or Urgent Care basis.**

We will still be happy to see and care for your pet, but it will only be as a Walk-In or Urgent Care admission. We recognize that your pet may need urgent medical attention and we will not turn your pet away, but you may experience an increased waiting time and significantly increased costs associated with the care your pet requires.

Please note: All missed appointment fees will need to be paid in full prior to receiving any additional care services, prescriptions, or foods.

Missing three (3) consecutive appointments, or causing frequent cancellations and schedule changes, will result in the requirement for complete prepayment of all care anticipated for your pet's entire appointment with a credit card PRIOR to our staff being able to provide care for your pet.

We thank you in advance for following these policies and helping us keep our clients, staff, and patients on schedule. We know that this is very important for our ability to provide the best care possible for your pet and for all of our patients. Please understand that we have created this policy out of respect for all of our clients who ask us to provide important care for the pets that they love.

Sincerely,

Lake County Veterinary Clinics, PLLC