

Partridge Animal Hospital
Appointment Policy
June 2021

Our goal is to provide quality individualized medical care in a timely manner. Appointment no-shows, late shows, and cancellations inconvenience other individuals who need access to veterinary care.

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your appointments and ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide a reminder two days before your appointment; however, you are responsible to remember your appointment. Below, our missed appointment policies are outlined:

CANCELLATION OF AN APPOINTMENT: If it is necessary to cancel an appointment, please give us as much advance notice as possible. Appointments are in high demand, and your early cancellation will allow another client access to timely veterinary care.

How to Cancel Your Appointment: To cancel your appointment, please call 727-526-8700. If you do not reach a receptionist, you may leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your number and we will call you back.

LATE APPOINTMENTS: If you are late for your appointment, we may need to abbreviate or reschedule your pet's visit. If you are 15+ minutes late, you will have the option to reschedule or we will do our best to work you into the schedule. If we are able to work you in, a late fee of \$20 will be charged and your pet will be seen as time allows. Patients who have arrived on time will be seen ahead of those who arrive late.

NO SHOW POLICY: A "no show" is a failure to be present at the time of a scheduled appointment. The first "no show" will be no charge to the client. A 2nd "no show" occurrence will result in the client being charged the cost of a routine exam. The 3rd and any future "no show" occurrence will result in the client being charged the cost of a routine exam *and* pre-payment of any future appointments.

Signature

Date