



15 Seymour Lane  
Westmoreland, NY 13490  
(315) 853-2408  
Fax: 315 853-2409

## Hospital policies:

As much as we LOVE caring for pets, it is not fair to give a “break” to one person, and not to another. We believe that it is important to treat everyone equally.

In the past, we have made special arrangements with people when it came to payment; however there were no specific hospital policies. Unfortunately, we have been having more and more difficulties in receiving payments and our “Accounts Receivable” has become too large to ignore.

Due to this fact, we are creating an “Across the Board” policy for payments, as well as for missed appointments.

- Payments
  - We do NOT do billing or held checks. Post dated checks are actually ILLEGAL in the state of New York.
  - All ELECTIVE procedures are to be paid at the time of service.
  - We do accept Care Credit as a form of payment, as well as all major credit cards.
  - In the event of an EMERGENCY, a payment plan can be set up IF discussed and approved by the Doctor PRIOR to admission of your pet.
    - If a payment plan has been approved by the Doctor, an estimate will be given for the cost of treatment and care.
    - We work with an outside company called VetBilling. There is a \$25.00 Fee for set up and then there is a 3\$ fee for each transaction.
    - **50% of the estimate MUST be paid at the time of admission.**
    - The balance of the bill will be paid by an automatic withdrawal off of a credit/debit card or using a bank account and routing number.
  - WE CANNOT SET UP ANY PAYMENT PLANS WITHOUT A DEBIT/CREDIT CARD. AS STATED ABOVE, WE DO NOT ALLOW HELD CHECKS.
- Deposits
  - Any patient hospitalized for non-routine procedures or illness will receive an estimate. A deposit of 50% of the estimate is requested upon admission.
- Missed Appointments
  - As you may know, we tend to be very busy, and a wait for a scheduled appointment can be a week or more. Our surgery schedule is usually scheduled a month OR MORE in advance. Because of this, we take “No-Show” appointments seriously, as it is an appointment slot that another sick animal could be seen and treated in.
  - We provide a courtesy confirmation call the day prior to your appointment.
  - Please call if you need to reschedule your appointment.
    - IF YOU DO NOT CALL 24 HOURS PRIOR TO YOUR APPOINTMENT TO CANCEL/RESCHEDULE AN APPOINTMENT, A 25 DOLLAR FEE MAY BE ADDED TO YOUR ACCOUNT.



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#### Scheduling Appointments:

We schedule our doctors for appointments at 30 minute intervals. As you can guess, we see many appointments each day, and appointments fill up quickly. We try to schedule appropriately and allow enough time to ensure that we are providing you with quality care without rushing you and your pets through your appointment. A routine appointment is \$44.00

**Daytime Emergency Consultations:** In the event where your pet needs to be seen, and we don't have any open appointments, we will offer to see your pet as an emergency or urgent care situation. As there is not a local veterinary emergency clinic readily available in our area, we do our best to make sure that we can see all sick pets as soon as possible. When you first come in, your pet will get triaged to see how stable your pet is. If our licensed technicians feel that your pet needs to be seen immediately, we will get your pet in immediately and start working on stabilization procedures, as the doctors feel necessary. If our licensed technicians feel that your pet is stable, then we will do our best to fit you and your pet in, in between other appointments. We cannot guarantee how long of a wait you may have, as we never know how many daytime emergencies will happen. There are days that we don't see any, and there are days where we have more daytime emergencies than regular appointments. It is something that is impossible to predict. A daytime emergency consultation is \$67.00

**Drop-Off Consultations:** If your pet does have a medical condition that needs to be seen and your pet is stable, we also offer a drop-off consultation. We will admit your pet for the day, and will evaluate him/her in between appointments or procedures. Once your pet has been evaluated, then a member of the staff will call, and discuss potential options. The same triage protocol above applies; however, you do not have to wait as long with your pet. A drop-off consultation is \$55.00 plus hospitalization (cost varies depending on how long your pet is hospitalized).

**After Hour Emergencies:** As mentioned earlier, as there is not a local veterinary emergency hospital, we feel we are obligated to ensure that your pet can be seen at any hour in case of emergencies. After hours, there is always a doctor on call that is contacted in the event of an emergency. After discussing what the situation is with your pet, the doctor can then agree to meet you at the hospital to evaluate your pet. Please understand that the doctor is not in the hospital all night, and that we will be traveling from our homes. How long it will take us to get in will depend on how far we are from the office, as well as road and weather conditions. After hour emergencies start at \$100.00. Late night emergencies and holiday emergencies as well as after hour surgeries may have additional emergency fees.