



Foothills Animal Clinic

**126 Cherry Mountain Street
Forest City, NC 28043
(828) 248-2168**

APPOINTMENT POLICY

Please arrive ten (10) minutes prior to your scheduled appointment.

If you plan to be later than fifteen (15) minutes, please call and reschedule.

For more information, please see our Appointment Cancellation Policy.

Emergency cases receive top priority followed by clients with previously scheduled appointments.

PATIENT ARRIVAL POLICY

For your protection, and that of others, all dogs must be on a leash and properly controlled while in the waiting area or exam rooms. We recommend walking your dog before taking him/her in your car.

All cats must be presented in an appropriate cat carrier. Make sure the door is latched properly to prevent escape during transport.

If your cat is afraid of your carrier, follow these instructions:

A few days before your scheduled visit (preferably 1 week), take your carrier out of storage and place it near your cat's feeding area. Next, leave the carrier door open and put your cat's favorite blanket and some toys in the carrier so it becomes a familiar part of your cat's environment. After some time, place some of its favorite foods inside or on top of the carrier. Because the next stressful event for many cats is simply traveling in your car, which always means a visit to the vet clinic, minimize your cat's fear by taking it for a couple of short rides before the day of your visit. Always make sure they are secured in a cat carrier.

A helpful alternative would be applying products such as the Feliway spray to the carrier 30 minutes to an hour prior to your arrival. Feliway pheromones can help reduce the signs of stress your cat may be feeling while at the vet clinic.

***Feliway Spray is available through our VetSource Pharmacy link which can be found at the bottom of our business website page www.FoothillsAnimalClinicNC.com

APPOINTMENT CANCELLATION POLICY

Unfortunately, like other medical practices, we also have the occasional late arrival or no-show appointment. We try and manage these as they impact those who have arrived on time for their appointment and it has a negative impact on the medical team. Often there are cases being treated in the clinic and the staff attempt to schedule their day to ensure they can meet the needs of those patients and the scheduled appointments. Arriving late or not showing at all impacts on their ability to manage treatments for these pets. Thus, we do have a few rules and guidelines that the staff work with in terms of late arrivals, cancellations, and no-shows.

LATE ARRIVALS

Please be aware that our clinic has a policy wherein 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/urgent care service when you arrive or rescheduling the appointment. While we certainly understand that delays may happen, we have an obligation and responsibility to do our very best to service clients and patients who are here for their appointments on time. We strongly encourage all our clients to arrive at least 10 minutes early for scheduled appointments if possible, as we do have administrative paperwork that will need to be completed. NEW clients please arrive 15 - 20 minutes early to complete new client documents. Please remember to bring a picture ID.

Clients that are consistently late, will fall under the No-Show Policy.

NO-SHOWS

When you schedule an appointment and fail to show or call and notify us of your inability to keep the appointment time, it impacts our ability to service clients who may be here already waiting to see a doctor. If you fail to show or call and notify us about the difficulty in keeping your appointment time on more than three (3) occasions, you will be prohibited from scheduling an appointment unless you prepay a \$37 no-show fee to hold the appointment for you. The no-show fee is non-refundable, but if you arrive on time to the next scheduled appointment it will be applied to the visit. If you do not arrive on time, or you no-show, or you reschedule the appointment you will forfeit the fee.

We recognize that your pet may need medical attention and we do not wish to turn your pet away, but you will be subject to any wait times associated with the walk-in/urgent care service.

CANCELLATIONS

If you must cancel an appointment, we ask for 24 hours' notice without being financially responsible for the time. If the appointment is scheduled for Monday, cancellation must be done the previous Friday, during business hours. For dental or surgical appointments, we ask for 48 hours' notice. If the appointment is on Tuesday, the cancellation must be done the previous Friday, during business hours.

The following fees will be applied to your account for not calling as required.

Missed Office Visits – No-Shows & Late Cancellation Fees:

1st Missed Appointment – Our staff will call to ensure the wellbeing of you and your pet in addition to rescheduling your exam.

2nd Missed Appointment – a \$37.00 fee will be applied to your account for cancelling an appointment a second time with LESS than a 24 hours' notice.

3rd & Subsequent Missed Appointment – a \$74.00 fee will be applied to your account for cancelling an appointment a 3rd time and every subsequent time with less than a 24 hours' notice.

MISSED Dental or Surgical Procedures:

For a Dental or Surgical procedure – a \$140.00 fee will be applied to your account for cancelling an appointment with less than a 48 hours' notice or missing the appointment. The fee is nonrefundable and will not apply to other services.

FINAL NOTES:

All fees will need to be paid prior to receiving any new services, prescriptions, or food.

Missing three (3) consecutive appointments or frequent cancellations/schedule changes will result in a prepayment of your appointment(s) going into the future.

We thank you in advance for abiding by these policies and helping us keep our clients, staff, and patients on schedule and safe.

06/01/2020

Client Signature _____