MOBILE VETERINARY SERVICES
DR. DANIELLE JEHN-CAMPBELL
EMAIL: INFO@PASSIONFURPAWS.PET
PHONE #: 970-485-1916
WEB: WWW.PASSIONFURPAWS.PET

Scheduling & Cancellation Policies

Planning Surgery & Providing estimates

- Your pet's initial consult will include an all-inclusive exam and pre-operative blood work to determine overall health status to withstand anesthesia.
    - Many, but not all, unexpected complications can be avoided with blood work.
    - We prefer blood work at least **5-7 days prior to a procedure** to get results back in a timely manner for best assessment and anesthetic planning.

- An estimate will be created to the best of our ability to predict how much time the procedure will take, what medications will be needed, etcetera to give you the most accurate quote possible.
- **Estimates are approximations** – especially when it comes to dentistry. We do our best to get as close to the true financial quote as possible, but surprises do happen. You will be notified during a procedure if another course of action is recommended than what was expected. We will provide an updated estimated at that time for you to approve or disprove the financial adjustments.

Scheduling Deposit

- If a surgery date has been pre-planned or is planned at the conclusion of blood work results, a deposit amounting to **25% of the procedure estimate** is **required** to secure your pet's place on the schedule.
    - This deposit will go toward the procedure balance and the remaining 75% will be settled the day of surgery.
    - If you cancel >48 hours in advance because something comes up (*we get it – it happens!*), we will credit your account and allow you to reschedule at your convenience.

- Acceptable forms of payment for the procedure deposit are cash or credit card, only.
    - Care credit will NOT be accepted for the 25% portion of the procedure deposit.
    - The remaining balance paid the day of surgery is able to be paid with Care Credit.

- If you would like us to keep your card information to apply it the day of the procedure, we do have the option to do so.

Surgery Cancellations

Scheduling surgery requires careful planning, preparation and coordination between our doctor, staff and scheduling team. When we schedule surgery for your pet we do not see any other patients or answer phones to allow complete and total commitment to your pet. Most procedures require a minimal commitment of 4 hours from Dr. Danielle and her technicians. Therefore, when a procedure is cancelled within a short time frame (<48 hours notice), our entire schedule during that block becomes blank and results in us not being able to see potential clients who may have

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otherwise scheduled an appointment at that time.

Our mobile practice relies on client responsibility to show up for their elective procedures and to pay for the services rendered and discussed. We do understand that emergencies happen, however, the situation will still need to be assessed amongst management and the doctor to determine the best course of action.

To help you remember, we will send a courtesy text message from our clinic phone to remind you **3 days out** that your pet's surgery is coming up. If you do not receive texts, that is your responsibility to inform us ahead of time that you need to be contacted in another way.

- **Procedural cancellations made less than 48 hours from your pet's date of surgery will result in forfeiture of your 25% scheduling deposit.**
- **No shows for procedure cancellations will result in forfeiture of your 25% scheduling deposit PLUS a $75 NO-SHOW fee that you will be billed for.**

Appointment Cancellation & No Show Policy

We send out courtesy text reminders **48 hours before** to remind you of your pet's approaching appointment. This is an automated system that does NOT receive text messages back, so please contact the clinic phone if changes need to be made. It is your responsibility to cancel in a timely manner, regardless of receiving a text reminder.

If you do not show up for or cancel your pet's appointment within 24 hours' notice, we will bill a **$75.00 "no-show/late cancellation" service charge** to your account. This amount will need to be paid before you are able to reschedule your pet for any additional services.

- We understand emergencies happen, however, the situation will still need to be assessed amongst management and the doctor to determine the best course of action.

These policies are in place out of respect for your time, other clients' time and our time.

We ask for the same respect you would like to receive in your occupations and an understanding of why these policies have been implemented.

Thank You!