



FVH CLIENT POLICIES

- Appointments are scheduled for 30 minutes so that we may devote ample time to every patient. Cancellation of appointments must be 24 hours before scheduled visit. Two no-show appointments will result in low priority scheduling or drop-off only status.
- Late arrivals will be seen up to 10 minutes after scheduled visit; however, the overall visit will be shortened so that we may stay on schedule as a courtesy to other clients. Late arrivals of greater than 10 minutes will need to reschedule unless our schedule can accommodate.
- Our hours of operation are from 8 a.m.-6:30 p.m. M-F and 8 a.m.-4 p.m. on Saturday. We have appointment priority scheduling with accommodation of walk-ins as time allows. Surgeries and dental cleanings are offered M-F with admission times between 7:30 a.m.-8:30 a.m. Most surgical release times are scheduled between 4 p.m.-5:30 p.m.
- Payment for service is expected at the time of visit. We **do not** offer billing or held checks. [Scratchpay](#) loans and Payment Banc Installment plans are available to those who qualify. We accept Cash, Debit, Visa, MasterCard, American Express, Discover Cards, and CareCredit. Estimates are available before any procedure, please inquire before services are provided. Please see financial policy sheet attachment for more details.
- We contract with Payment Banc Financial Services to offer in-house, no interest 3-6 month payment plans for services totaling greater than \$250. Monthly payments are automatically deducted from your checking or savings account, making this a great way to pay for those unexpected veterinary medical needs. Established clients of 1 year or greater in good financial standing with the hospital automatically qualify. New clients of less than 1 year may qualify after a medical credit inquiry. Balances do not appear on personal credit record. Please inquire for details.
- Prescription refill requests require 48 hours advance notice so that we may verify authorized refills with the attending Veterinarian. We completely understand the convenience of mail order for drug refills, diets and flea products. Our [online](#) store is available 24 hours a day for your shopping convenience. Prices are competitive against many on-line retailers and all products purchased through our store carry any current manufacturer's guarantee, unlike non-veterinary retailers. Please be sure to allow plenty of time for prescription refill request authorization by the attending DVM and package transit time when utilizing the online store.
- We will see emergency appointments during our regular business hours. All after hour emergencies should contact the Animal Emergency Clinic (AEC) at 360-758-2200.
- Our website www.fairhavenvet.com is a great resource for medical information and pre-appointment forms. In addition, our [PetDesk](#) smart phone app allows you access to your pet's important medical information and provides an option for you to make appointment and prescription refill requests 24 hours a day, when it is most convenient for you!
- Join our Happy Paws Rewards Program via the PetDesk app to earn points for every dollar spent at the hospital. Use points for food-puzzles, toys, or discounted services!

