



## 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 may 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. We have appointment priority scheduling and do not have the ability to take walk-in appointments. We want to make sure we are here when you need us most, as such, we will offer drop off appointments when needed to work patients in between appointments. Surgeries and dental cleanings are offered M-F with drop off 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 are available to those who qualify. We accept Cash, Debit, Visa, MasterCard, American Express, Discover Cards, and CareCredit. Treatment plan estimates are available before any procedure, please inquire before services provided. Please see financial policy sheet attachment for more details.
- [Scratchpay](#) is a wonderful tool to help you afford veterinary care, allowing for payment plans out to 24 months on approved credit. The service provides a 30 day no interest option and very quick approval before you even arrive to the hospital, allowing you and the Veterinarian to make the best medical decisions for your beloved pet. Please inquire for details.
- Prescription refill requests require at least 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 as staffing permits. In the event we are beyond patient capacity and unable to provide quality emergency care to a patient, referral to other local hospitals may become necessary. We will never compromise quality of care. All after hour emergencies should contact the Animal Emergency Clinic (AEC) at 360-758-2200.
- Our website [www.fairhavenvet.com](http://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!



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## Financial Policy

Thank you for choosing the Fairhaven Veterinary Hospital. Our primary mission is to deliver the most comprehensive and compassionate veterinary care available for your pet. An important part of this mission is making the cost of optimal care as easy and manageable for our clients as possible by offering several payment options.

Clients are encouraged to consider pet insurance as a tool to manage unforeseen medical emergencies. The independent website, [petinsurancereview.com](http://petinsurancereview.com), offers user reviews and insight into many different insurance companies.

### **Payment Options:**

**Fairhaven Veterinary Hospital requires payment in full at time of surgical/inpatient discharge or outpatient service completion.**

You can choose from:

#### ***Preferred Payment Methods***

- Cash, Visa®, MasterCard®, American Express®, DiscoverCard®, CareCredit®

#### ***Alternate Payment Methods (details available on request)***

- [Scratchpay®<sup>1</sup>](#)

Please indicate intended form of payment for today's procedure(s): \_\_\_\_\_

### **Additional Policy Information:**

Fairhaven Veterinary Hospital charges \$35 for returned checks. For clients with pet insurance, we are happy to provide you with the necessary documentation to submit a claim to your insurance carrier. If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your pet.

By signing below, you agree to the terms of payment stated above:

\_\_\_\_\_  
Client/Owner Signature Date

\_\_\_\_\_  
Client/Owner Name (Please Print)

\_\_\_\_\_  
Pet Name Breed

<sup>1</sup>Subject to credit approval