



Missed Appointment Policy

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed appointments.

A missed appointment is when you fail to show up for an appointment without cancelling without at least 24-hour notice.

A veterinary/client/patient relationship is built on mutual trust and respect. We strive to be on time for your scheduled appointment and ask that you give us the courtesy of a call when you are running late or unable to make it. As a courtesy, we provide reminder calls the day before your appointment. However, you are responsible to remember your appointment regardless. Our missed appointment policies are outlined below.

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who needs treatment. If it is necessary to cancel your scheduled appointment, **we require a call at least 24 hours in advance and by 1pm on Fridays in advance to cancel a Monday Appointment.** Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

To Cancel Your Appointment, please call **253-383-2616**. If you do not reach the receptionist, please leave a detailed message on voice mail including you and your pet's name.

Late Cancellations: A cancellation is late when the appointment is cancelled without a 24-hour advance notice.

Appointment No Show Policy: A "no-show" is a client who misses an office visit without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". This includes arriving 15 minutes after your scheduled appointment. Late arrival does not guarantee that you will still be seen. The Doctor *may* choose to work you in as a work-in exam which carries an increased fee as they will now be double booked for that time period in order to accommodate you. Unfortunately, it is not always possible to see late arrivals.

The first time there is a "no-show" or late cancellation there will be no charge to the client, and we will call in attempt to reschedule. Rescheduling will require in an office visit deposit of \$64 to be applied towards the newly scheduled appointment. A 2nd no-show will result in forfeit of the office visit deposit \$64. The 3rd no-show will result in forfeit of the office visit deposit and the client may be discharged from the practice.

Surgery Appointment No Show Policy: *A surgery "no-show" is a client who misses a surgery without providing 24 hours' notice of cancellation. The first time this occurs we will call to offer to reschedule surgery and will require a deposit of \$84 to be applied towards surgery costs. At the second missed surgical visit we will call to reschedule, and you will forfeit the previous deposit and require a new surgery deposit. If a third incident of a missed surgical appointment occurs, you will forfeit the deposit and may be discharged from the practice.*