

# JEFFERSON VETERINARY HOSPITAL

## HOSPITAL POLICIES

Welcome to Jefferson Veterinary Hospital! We hope your visit is a pleasant one for both you and your pet. Our hospital policies are intended to ensure the safety of both your pet and family. We encourage any questions you may have regarding them, and welcome any suggestions on how to better serve you.

- **Please keep all animals leashed or in carriers.** We have leashes you may borrow, and cardboard carriers are available to purchase at a nominal charge.
  - Please have all **retractable leashes in a locked position and at a safe distance** for your pets' safety while in the waiting room.
- We ask for proof of vaccination records upon transfer. This enables us to offer the best protection available for your pet against deadly diseases. It also allows our computer to send out reminders for upcoming vaccinations.
- All **hospitalized animals must be current on their vaccinations** or they will be updated here, unless precluded by illness.
- Fleas, ticks and ear mites are a nuisance and can spread or carry diseases. For this reason, **any hospitalized animal found to be carrying any of these will be treated.** Please ask about home treatments and ways to prevent other pets (and people!) in the house from becoming infested.
- We are a family-friendly establishment. However, in the interest of safety for both your family and other visiting pets, **please do not leave children unattended in the lobby.** Although we hope all our patients' are going to kiss and be friendly, we can't guarantee how other dogs are around children.
- **Payment is expected at time of check-out,** unless you have made prior arrangements with the Doctor. Please note all returned checks are subject to a non-refundable \$25 fee. For surgeries and procedures, please feel free to request an estimate of total cost if one has not already been provided.
- **Any prescription refill requires a Doctor's authorization.** For this reason, **we kindly ask for 24 hours notice** to have them filled. This enables us to have them ready for you to pick up.
- We make every effort to be available to our clients, both on a daily and emergency basis. Sometimes we are away from the phone, assisting elsewhere in the hospital. Please leave a message and we will return your call. If you call after hours you will be directed via the answering machine to the animal emergency center.
- We are a busy practice and do everything we can to accommodate your schedule when we book you for a surgery or an appointment. Cancellations can take away this opportunity for other clients to be scheduled during those times so we ask for at least 24 hours notice when cancelling appointments.
  - **Surgery/anesthesia appointments will be charged a \$100 no show fee.**
  - **Regular appointments will be charged a \$46 no show fee**
- To allow ample time for all patients and scheduled surgical procedures, we operate primarily by appointment. **Clients who arrive 15 or more minutes late for their scheduled appointment will be treated as a walk-in case and will be seen as time permits after the other scheduled clients have been seen, or they may reschedule.** Emergency cases shall always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time.
- As the check-in process for new clients requires slightly more time, we recommend that new clients arrive 15 minutes prior to their scheduled appointment, with previous medical records, to ensure an on-time appointment.
- **For your convenience, drop-off appointments are available.** Usually we will ask you to drop off sometime in the morning so our doctors can examine the patient in between appointments. **You will be asked to fill out a drop off form to provide a brief history of your pet's medical problem as well as any questions or concerns you may have.** Once the doctor has examined your pet, he or she will call you to discuss the results as well as diagnostic or treatment recommendations. You may request an estimate for services at the time of drop-off or after the doctor has examined your pet. Please note that we cannot guarantee a specific time that your pet will be ready, as this is affected by both emergency and scheduled appointments. If

**\*PLEASE INITIAL THE BOTTOM OF YOUR NEW CLIENT FORM THAT YOU HAVE READ/UNDERSTAND AND HAVE PRINTED A COPY OF THESE POLICIES FOR YOUR RECORDS.**