



## Hospital Policy

*Lantana Animal Hospital is committed to providing the best possible care for your pets, in order to do so we have implemented the following hospital policy:*

**Payment Options:** All charges are due at the time services are rendered. We do accept cash, Visa / Mastercard / AmericanExpress / Discover / Debit and Care Credit. We do not set up payment arrangements. Thank you for understanding.

**Late Appointments:** Lantana Animal Hospital makes every effort to maintain a schedule that allows individual time with each client and patient. Appointments are set to reserve a time, making it critical that you arrive at your appointment on time. Late appointments may be asked to reschedule if the doctor's schedule cannot accommodate. If you elect to wait, please understand that wait time may be unpredictable and priority is given to those patients that arrive on time.

**Emergencies:** Please note that Lantana Animal Hospital does not see emergencies and may need to adjust appointments or wait times as needed. We ask for your cooperation during emergencies, understanding that critically deemed patients may take priority. We want to assure you that if your pet is critically ill, his/her care will come first as well.

**Cancellations:** We ask that a minimum 24hr notice be given for all canceled appointments, and for surgery a 48hr business notice to cancel for return of surgical deposit. We understand that unexpected or unavoidable situations may occur resulting in an appointment being canceled. Please notify us immediately if you are unable to make your appointment. If Lantana Animal Hospital deems that cancellations / missed appointments are becoming frequent we reserve the right to assess a fee of \$79.50 - \$100.00 depending on the type of appointment scheduled (ie. surgeries, dentals, etc.). New clients are asked to leave a non-refundable deposit when scheduling a procedure prior to a general examination with the veterinarian to be applied at check-out.

**Missed Appointments / No Shows:** Lantana Animal Hospital makes attempts via phone and email to remind clients of appointments. Because time is reserved for you and your pet, missed appointments take time away from other pets that may need to be seen. Clients who do not properly cancel appointments will be considered a "no show". If a client has 2 or more "no shows" a fee will be charged at the same rate listed under cancellation. We may elect to no longer reserve appointments, or charge a non-refundable deposit prior to scheduling an appointment.

**Dispensing Medications:** As directed by law a veterinarian can only dispense/prescribe medication to those patients that have a current veterinarian-client-patient relationship, this requires examination of the patient annually. It is illegal to dispense medication to patients that have not been seen by the veterinarian, regardless if the patient has a written prescription from another clinic/veterinarian. We are able to prescribe and dispense medications only for our current patients.

**Leashes and Carriers:** We request that all dogs be on leashes and all cats be in carriers prior to entering our clinic. We are located on a busy street and do not want any pets escaping and potentially being in a high risk or harmful situation. If your pet may have a contagious disease (ie. kennel cough, parvovirus, leptospirosis, etc.) you may be asked to hold your pet in your vehicle until we are able to place you in an examination room to avoid contamination of the waiting room and exposure to other pets.

We truly appreciate your business, and we are grateful for the trust you have placed in us.

Thank you!  
Lantana Animal Hospital

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Client Signature

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Date