

# Fairfax Animal Hospital

## Late or No Show Appointment Policy

Dear Valued Client:

At Fairfax Animal Hospital we strive to have accessibility to all patients in need of care. When clients do not show up for their scheduled appointments or chronically arrive late this will prevent other clients and pets the accessibility of medical care at our hospital.

Please review our Missed Appointment and Appointment Tardiness Policies Below:

### Missed Appointments

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We ask that our clients notify us at least 24 hours in advance if you are not able to make your appointment. Clients who miss their appointments without adequate notice or do not call our office to cancel will be considered a "NO SHOW".

#### **After the first No Show/No Call, a deposit will be required in order to hold future appointments.**

- The deposit will be used toward the appointment visit cost.
- If you do not show up or cancel within the requested time frame the deposit will not be able to be used towards future patient care visits.
  - For Surgical Appointments
    - The low end of the treatment plan will be required to hold that surgical spot.
    - If you no show/no call or do not cancel within the required time frame 50% of that deposit will be non refundable.

#### **Second No Show/No Call a deposit will be required to hold future appointments.**

- You will be asked to pay a \$25.00 non refundable appointment holding fee plus the cost of the Office/Call Exam fee.
- The office Call/Exam fee will be used towards the visit.

#### **A third no show will result in the termination of the Veterinary Client Patient Relationship.**

This means that we will no longer be able to schedule appointments for your pets in our office.

- You will receive termination of this relationship with a copy of your pet(s) records for your convenience to find appropriate care.

### Appointment Tardiness

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We make every attempt to see your pet close to their scheduled appointment time. However, our doctors have unforeseen circumstances that extend appointment times due to the nature of the medical industry.

For Example:

- Medical Emergencies that require all hands on deck for patient care.

We ask that you contact us if you are running late for your appointment. If you are running 15 minutes past your scheduled appointment time we may need to reschedule the appointment based on time constraints. However, we do try to make all attempts to see our patients. This may mean a longer wait time for you if you are late for your appointment.

Client Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Client Signature: \_\_\_\_\_ CSR Initials: \_\_\_\_\_