



Missed Appointment Policy

Opossum Pike Veterinary Clinic strives to provide the most accommodating and fair services to all our patients and clients. Our goal is to provide extraordinary care, being mindful of both our clients and doctors schedules, as well as the ever growing demand for appointments.

We understand that sometimes you need to cancel or reschedule your appointment, however when you do not call in advance to cancel or change your appointment, other pets are not able to receive veterinary care from our doctors.

If you must cancel or reschedule an appointment, we request a call at least 24 hours before your pet's appointment. This will allow us to accommodate other patients who may need prompt medical care.

Due to the high demand for veterinary care and the increased amount of missed appointments, we are now implementing a Missed Appointment Policy.

A missed appointment is defined as a client who has a scheduled appointment and does not show up for the appointment and has not called 24 hours prior to reschedule or cancel the appointment. A client with a missed appointment will be charged \$45.00. The client will be required to settle the balance prior to scheduling any future appointments.

Appointments booked within a 24 hour period are still subject to the above policy.

Although there are unexpected scenarios for untimely cancellations, they will be addressed on a case-by-case basis and do not guarantee fees will be waived.