



## Office Policies

In order to provide the best service possible and keep our patients healthy, we adhere to the following policies. Please review the following policies. Should you have any questions, please let a receptionist know.

**Office Hours** - Our office hours are Monday to Friday 7:00 am -8:00 pm and Saturday 7:00 am-12:00 pm in our Frederick location and Wednesday 5:30-8:00 pm and Friday 9:30-11:00 in our Thurmont office. The hour of 7:00-8:00 am is reserved for dropping patients off, we do not have a doctor on duty during this time. General questions, scheduling appointments, and prescription refills can be addressed during office hours. Emergencies for our current patients will be seen within office hours.

**Safety** - For everyone's safety, animals entering our building must be on a leash or in a pet carrier.

**Missed Appointments** - 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

**Prescription Refills** - If you are requesting a prescription from an outside pharmacy such as Chewy, PetMeds, Allivet, or your local pharmacy, please be aware that the patient must be up to date on their yearly comprehensive exam for approval. Please allow up to 3 business days for the prescription request to be approved by the doctor and sent to the pharmacy.

**Payment** - We accept cash, checks, all major credit cards, CareCredit, and Scratch Pay. If paying with a check we must have a driver's license on file or present at the time the check is written. If using CareCredit, please be sure to have your driver's license with you as confirming your identity is a CareCredit policy. If any check is returned or declined, you will be charged a \$10 return check fee, in addition to what your bank may charge. You will be responsible for any interest and/or collection fees for efforts to collect outstanding debt. Any outstanding patient balances will be due before you schedule an appointment for your pet. Payments for surgeries, treatments, and boarding are due on the day the patient is picked up.

**Food and Prescription Drugs** - If the veterinarian prescribes a prescription diet for your pet, which you purchase through us, and your pet does not like the food, we will refund the cost of the food at 100% even if the bag is opened. We will take unopened cans of food, purchased through us, for a full refund as well. By law, once a prescription medication leaves our building, it can not be returned for a refund.

The Opossum Pike Veterinary Clinic strives to provide the most efficient care for your pet. We value you as a client and appreciate your cooperation regarding our office policies.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_