

# Wood River Animal Hospital

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## WOOD RIVER ANIMAL HOSPITAL APPOINTMENT POLICY

Our goal is to provide quality healthcare to our patients in a timely manner. Demand for veterinary care is ever-increasing, and we are trying our very best to accommodate as many appointments as possible. To better serve the medical needs of our community, we have put the following appointment policy in place.

### Appointment Deposits

We require a deposit for clients making appointments for more than one pet at once, surgery appointments and traveling specialist visits. This deposit varies by type of appointment. A multi-pet appointment deposit fee is \$68.98, an initial specialist appointment deposit is \$150 and a surgical deposit is a percentage of your estimated costs given to you prior to the procedure. If the appointment is kept, this deposit will go towards your appointment- if the appointment is missed this deposit is non-refundable.

### How to Cancel Your Appointment

To cancel appointments, please call (401) 539-1199, text (401) 308-3101 or e-mail wrah.staff@gmail.com. Please note, our phones and e-mail are only monitored during our business hours.

### Lateness

A client who is less than 15 minutes late to an appointment will be asked to complete the appointment "curbside". This means a technician will speak with you at your car and take your pet inside for a doctor to examine while you wait outside. This helps ensure the appointments scheduled after you can enter the exam room at the correct time. The doctor will call you with the findings of the exam, go over any additional tests they deem necessary and any medications needed, then a technician will bring your pet back out to you at the completion of the exam. Clients presenting more than 15 minutes late will be asked to reschedule and will be subject to the no show/cancellation appointment fee.

### No Show/Cancellation Policy

We understand that sometimes a client is unable to make a scheduled appointment due to unforeseen circumstances. If it is necessary to cancel your scheduled appointment, we require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will give another patient the possibility to have access to timely medical care. A "no show" is someone who misses an appointment without cancelling it 24 hours in advance of the scheduled appointment. **The first no show of a calendar year will have a waived fee.** When there is a "no show", you will receive a phone call alerting you to the fact that you have failed to show up for an appointment or did not cancel the appointment with the required notice and a fee will be added to your account. The no show fee will vary by the type of appointment missed (technician appointments are \$35, doctor and surgery appointments are \$68.98 and specialist surgery/appointments are \$150.) This fee will need to be paid in full before scheduling any further appointments. Multiple no shows in a 12-month period of time will result in pre-paying exam fees (\$68.98) for all future appointments and/or discharge from the practice.

**My signature on this form means that I have read, understand, & agree to the above policy.**

Owner Printed Name: \_\_\_\_\_ Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_