

Veterinary Hospital Policies

Appointment Policy

To allow ample time for all patients and scheduled surgical procedures, we operate primarily by appointment. Still, we welcome walk-ins. Emergency cases always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time as we understand, and appreciate, your time is valuable.

Patient Arrival Policy

Even though we make every effort to make our patients feel comfortable during visits, they may be a little anxious about new people, new surroundings and other pets. For your protection, and that of others, all dogs must be on a leash and properly controlled while in the waiting area or exam rooms. All cats must be presented in an appropriate cat carrier or on a leash.

If you wish to “drop your pet off” for an exam or procedure, we ask that you arrive no later than 9:00 am so our staff can work your pet in between scheduled appointments or procedures. We require that all vaccinations be up to date. Should there be no record of vaccinations or they are out of date, we try to bring this to your attention during admission, and shots will be administered for the protection of your pet, our other clients, and our staff.

Payment Policy

We require full payment at the time that services are rendered. For your convenience, we accept Visa, MasterCard, Discover, Care Credit, cash and personal checks.