

CANCELLATION AND NO SHOW POLICY

We understand that there are times when you must miss an appointment due to emergencies or other obligations. However, when notice of that cancellation is not made to our office, you may be preventing another patient from being seen in a timely manner or receiving needed treatment. Conversely, the situation may arise where another client fails to cancel and we are unable to schedule you for a visit due to a full appointment calendar and being unaware of an impending opening.

In an effort to provide effective, timely and efficient treatment to all of our patients, it is now the policy of this office that all appointment cancellations are made at least 24 hours prior to your scheduled appointment time. If the appointment is not canceled or the patient fails to show up for the appointment, Mill Creek Animal Hospital will charge a \$25 fee for regular appointments and \$75 for surgery/procedure appointments per occurrence. The fee must be paid in full in order to schedule the next appointment. If you have questions regarding billing or would like to pay a bill, please call our office or walk in during regular business hours to speak with a client service representative.

Thank you so much for your time and consideration in this manner,
Mill Creek Animal Hospital

CLIENT SIGNATURE: _____

PET NAMES: _____

DATE: _____