



Mainstay Veterinary Practice

Policies & Hour Disclosure Form

Appointments Missed

Please notify us at least 24 hours in advance if you are unable to make your appointment. Clients that miss their appointments or do not give adequate notice will be considered a “no show.” We understand that missed or cancelled appointments happen for a number of reason and that some are unavoidable. If we feel this policy is being abused, clients who miss more than one appointment may be subject to an office visit fee.

Appointment Tardiness

We make every attempt to see you close to your appointment time. The doctors do however sometimes run late due to the nature of the medical industry. Please call us if you are running late. If you arrive more than 10 minutes late for your appointment, we will see if it is at all possible for you to be seen, but it may be necessary to reschedule an appointment.

Payment

Payment is due at time of service. We accept cash, all major credit cards, care credit and checks from established clients.

Prescriptions

Please give at least 3 business days to refill necessary prescriptions. The best way to request a refill is through our website or email.

Procedures

Please notify us a minimum of 72 hours in advance for cancelling surgical or dental procedures. Mainstay reserves the right to charge a \$75.00 cancellation fee if we are notified less than 72 hours prior to the procedure.

Hours Disclosure

Mainstay Veterinary Practice has business and medical staffing hours as follows:

- Monday – Friday: 8:00 AM – 6:00 PM
- Saturday: 8:00 AM – 4:00 PM
- Sundays: Closed

We have no in-house, on-duty continuous medical staff care:

- Overnight from 6:00 PM as noted above to opening time at 8:00 AM the next morning.
- Weekends from closing time Saturday to opening time on Monday morning

I have read this form and I am aware of the policies and staffing hours at Mainstay Veterinary Practice.

Signed: _____ Date: _____