



POLICY DIRECTIVE:

Surgery and Dental Procedures: Cancellations, Reschedules, and No-Shows

Effective Date: Monday, February 13, 2023

Created and Approved by **Harmony Animal Rescue Clinic**

To Our Clients and Rescue Partners-

Due to an increased demand for spay/neuter, dental and larger surgery appointments we are implementing a new policy concerning the cancelling, rescheduling, and no-showing of these type of appointments. We strive to be as understanding and flexible as possible, however, missed appointments and last-minute changes to the surgery schedule can be a detriment to our efficiency and cause longer wait times for these appointments. Patients arriving on their scheduled dates and on time are a crucial part of helping us see as many animals as possible each day. Please review the policy listed below and acknowledge that you have read and understand the policy with an authorized signature at the end of this document.

CONFIRMED SPAY & NEUTER APPOINTMENTS:

- I. **CANCELLED/RESCHEDULED** within **24 BUSINESS HOURS (i.e., changes for Monday should be made by Thursday of the previous week)** of the scheduled date of the procedure will incur a \$25.00 fee. **NO-SHOWs** will also incur the same \$25.00 fee.
- II. Patients who arrive *30 minutes or more* **AFTER** the drop-off window of **7:30-8:00 am** will incur a \$25.00 late fee.

CONFIRMED DENTAL PROCEDURES OR OTHER LARGE SURGERY APPOINTMENTS:

- I. **CANCELLED/RESCHEDULED** within **24 BUSINESS HOURS (i.e., changes for Monday should be made by Thursday of the previous week)** of the scheduled date of the procedure will incur a \$125.00 fee. **NO-SHOWs** will also incur the same \$125.00 fee.
- II. Patients who arrive *30 minutes or more* **AFTER** the drop-off window of **7:30-8:00 am** will incur a \$25.00 late fee.
- III. **Reminders** for these types of appointments will be sent to the rescue 3 business days prior to the appointment date.

******We understand that there are certain situations that can cause these changes to be unavoidable, and fees can be waived at the attending DVM's discretion.***

Authorized Signature*:

Rescue Name:

**Signing this document represents an acknowledgement and agreement to the terms and conditions listed above*