

Welcome to Mountain Veterinary Clinic!

We would like to thank you in advance for entrusting us with your pet's health management, and we will continually strive to provide you with the compassion, respect, and quality care that your animal family member deserves. We will do our best to make you feel at home, providing an environment that is comfortable and welcoming to the entire family.

We would like to go over some of our guidelines and expectations for you as our new client.

### **Office Hours**

Monday through Friday: 8am - 5:30pm

Saturday and Sunday: CLOSED

Closed on all major Holidays and the day after Thanksgiving.

### **Appointments**

We are appointment only and do not take walk-ins. We are limited at our ability to accommodate emergencies as we are most often only staffed with one veterinarian. We do save slots daily for sick and injured patients, but they fill quickly. We will try our best to fit sick patients into our day to prevent animals from suffering and prevent our clients from having to go to an emergency clinic. Since these appointments are more urgent and are essentially cutting ahead of the scheduled appointments, there will be a higher Emergency Examination fee.

### **Missed/Canceled Appointments**

We do ask that if you are unable to make your scheduled appointment or scheduled surgery that you call and cancel, or reschedule with 24 hours notice. We do not overbook our schedule to accommodate no-shows. Overbooking means long wait times and unhappy families. Please don't miss your appointment!

Patients who miss an appointment or surgery or cancel without 24 hours notice will be required to leave a deposit for all visits in the future. The deposit is non-refundable if you do not show up to your appointment.

### **Late Arrivals**

If you're running late for an appointment due to unforeseen circumstances, we ask that you please call our office to let us know that you're on your way. This way the doctor can continue to see patients in a timely manner. Please be aware, notifying us of late arrival does not guarantee you will be seen close to your scheduled appointment time, and may result in a longer wait. Arrival 15 minutes or more after your appointment time, without calling, will result in an automatic cancellation (please refer to the missed/cancelled appointment section).

### **Fees and Payments**

Payment is due at the time of service. We can provide you with an estimated cost of services during your visit. We cannot give an estimate over the phone for non-routine procedures without seeing the pet.

We do offer several payment options for your convenience. We accept cash, check, debit/credit card, Venmo, PaPal, and CashApp. There is a 3% fee added to all payments made by debit or credit card.

We do NOT accept CareCredit.

### **Prescription Refills**

Please call the clinic ahead of time for any medication refills that your pet may need. We will do our best to get medications filled the same day you call them in, but there are situations where a refill can take up to 3-5 days.

If you do not call ahead for medication refills, please be prepared to wait as our technicians are often very busy and can not get to refills immediately during the day.

We have an online pharmacy that we use called Koala. Please Feel free to ask about it if you would prefer to have meds auto shipped to your door.

All other outside pharmacies and written prescriptions will incur a \$20 fee for each prescription..

### **Waiting Room**

**Please keep all dogs on a short leash while in the waiting room. We ask that you DO NOT use retractable leashes.**

For infection control and safety purposes, we do not recommend that you allow your dog to be in direct contact with other waiting patients or their families. If your dog is coughing, or your puppy has vomiting and/or diarrhea, please inform the front desk prior to entering the building and you may be asked to wait in your vehicle until we have an exam room ready.

**Please keep all cats in a secure carrier for their safety!**

### **Mutual Respect**

Our office is our work home and you are our welcome guest. We expect all of our guests to treat our staff and work home with full respect, as any guest in any home. We will not tolerate abuse in any way, physical or verbal. In return we expect our guests to be treated not only with respect, but with kindness in all interactions.

If you are unhappy with any aspect of the service or care provided by Mountain Veterinary Clinic, we want to know about it. Unless we are aware of a problem, we are unable to correct it.

If you are a new client, we look forward to getting to know you and your pet(s)! If you have any questions or concerns, please let us know!

By signing this document you (the client) agree to all of Mountain Veterinary Clinics guidelines and expectations.

Sincerely,  
Mountain Veterinary Clinic Doctors and Staff