

## ***Metro Animal Hospitals Missed Appointment Policy***

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed appointments.

***A missed appointment is when you fail to show up for an appointment without a phone call, or cancel without at least 24-hour notice.***

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments and ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide reminder messages, through text or email the day before your appointment. However, you are responsible to remember your appointment regardless. Below, our missed appointment policies are outlined.

### **Cancellation of an Appointment**

In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

**How to Cancel Your Appointment:** To cancel your appointment, please call 715-241-7387. If you do not reach the receptionist, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call promptly.

**Late Cancellations:** A cancellation is considered to be late when the appointment is cancelled without a 24 hour advance notice.

**Appointment No Show Policy:** A "no-show" is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". This includes arriving 15 minutes after your scheduled appointment.

The first time there is a "no-show" or late cancellation there will be no charge to the client. A 2<sup>nd</sup> occurrence will result in you being charged the cost of an office call (\$55). The 3<sup>rd</sup> occurrence will result in you being charged the cost of an office call (\$55) and the client may be discharged from the practice.

**Surgery Appointment No Show Policy:** A surgery "no-show" is a client who misses a surgery appointment without providing 24 hours notice of cancellation. The first time this occurs we will call to offer to reschedule the appointment but our missed appointment fee of \$100 will be waived. At the second missed surgical appointment we will call to reschedule and you **will** be charged a missed appointment fee of \$100. If a third incident of a missed surgical appointment occurs you will be charged a missed appointment fee of \$100 and may be discharged from the practice.