



# Stoney Creek

VETERINARY HOSPITAL

## **Medical Appointment Cancellation and No Show Policy**

Thank you for trusting your pet's health and medical care to Stoney Creek Veterinary Hospital. When you schedule an appointment with Stoney Creek we set aside enough time to provide you with the highest quality care for your pet. Should you need to cancel or reschedule your appointment please contact our office as soon as possible, and prior to 24 hours before your scheduled appointment. This gives another pet (needing an urgent appointment) the ability to get seen by one of our Doctors. 'No show' and 'late cancellation' appointments delay the delivery of healthcare to other patients, some who are quite ill. A 'no show' appointment is missing a scheduled appointment. A 'late cancellation' is canceling an appointment with less than 24 hours of the appointment.

### **Appointment Cancellation/No Show Policy:**

Any client who 'No Shows' or fails to cancel/reschedules an appointment and has not contacted our office with at least 24 hours notice will be considered a 'No Show'. Upon missing the scheduled appointment we will alert the client of the missed appointment and of this agreed upon policy.

If a client fails to show or cancels/reschedules an appointment without 24 hour notice a second time the client will again be contacted and reminded of this agreed upon Policy. After this second 'No Show' all future appointments will require a non refundable deposit in the amount of our current Office Exam cost. Assuming the appointment is maintained the appointment deposit will be applied to the service invoice as a credit to offset the cost of the Office Exam. If the client does not show or call for the appointment (this being the third 'No Show' time) the deposit will not be refunded, and the patient may be dismissed from the practice.

701 Kedron Ave., PA 19070

Phone: (610)328-3600

Fax: (610)328-3325

Email: [clientcare@stoneycreekvh.com](mailto:clientcare@stoneycreekvh.com)



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We understand that unforeseen situations, and emergencies occasionally arise and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager.

You may contact Stoney Creek Veterinary Hospital 24 hours a day, 7 days a week at 610-328-3600. Should it be after regular business hours, you may leave a message. Messages left to reschedule or cancel prior to 24 hours of the appointment are acceptable.

I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.

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Signature

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Date

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Printed Name

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Date

Our practice firmly believes that a good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no show fees should be directed to our Practice Manager.

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