

# Appointment Policies

## Walk-Ins and Emergencies

To better serve our clients and to help ensure a smooth flow, The Paw Patch does work on an appointment schedule. We understand that emergencies can happen at any time and we will triage those patients who need emergency care. We reserve the right to charge an additional fee in accordance with the type of care needed.

## Missed Appointment Policy

The Paw Patch reserves the right to charge any client for a missed appointment. The first missed appointment will result in a warning and a letter being mailed. The second missed appointment will result in a \$25.00 Missed Appointment Fee being charged. The third missed appointment will result in another Missed Appointment Fee being charged and ALL future services and exam fees to be paid in full in advance.

## Client Late Fee

Any client who is twenty minutes late or more for their scheduled appointment and still wishes to be seen will be charged an additional \$10 for a late fee and will be fit into the schedule as time allows without causing a disruption to our existing appointments.

Client Signature \_\_\_\_\_

Date \_\_\_\_\_

FOR OFFICE USE

Account Number: \_\_\_\_\_