

NO SHOW & LATE POLICY

We, at Stonewater Veterinary Hospital understand that sometimes you need to cancel or reschedule your appointment. However, when you do not call-in advance to cancel your appointment you may be preventing another pet from getting much needed treatment.

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 a call when you are unable to keep your appointment. As a courtesy, we provide reminder texts before your appointment. Below, our missed appointment policies are outlined.

Late Arrival Policy: We make every effort to be on time for all our appointments. Unfortunately, when even one patient arrives late, it can throw off the entire schedule for that day. In addition, rushing or “squeezing in” an appointment shortchanges the patients and contributes to decreased quality of care. Therefore, a client that arrives 15 minutes or more late to their scheduled appointment may be rescheduled. We apologize for any inconvenience this might cause.

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. If it is necessary to cancel your scheduled appointment, we ask 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. If it is after hours, please leave this message on our hospital voicemail.

Appointment No Show Policy: A “no show” is a client who misses an appointment without canceling 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”.

The first time there is a “no show”, we will contact you via phone/mail/email to inform you of the missed appointment and remind you of our “no show” policy.

With a 2nd occurrence you will be able to reschedule with a non-refundable, prepaid exam charge at the time you reschedule.

We appreciate your patience, understanding and support in these trying times and want to do all we can to serve all of our clients needs.