

## **Hebron Animal Hospital**

### ***Cancellation/No Show Policy***

Our goal at Hebron Animal Hospital is to provide the highest quality medical care for your pet. In order to do so, we have implemented a tight schedule to get all of our patients seen in a timely manner. Unfortunately, our busy schedule has forced us to implement a cancellation policy. This policy enables us to better utilize available appointments for our patients in need of immediate medical care for injuries or illness.

In order to be respectful of the medical needs of all patients, please be courteous and call the hospital promptly if you are unable to keep your appointment. This time can be reallocated to someone who is in urgent need of treatment.

#### ***How to cancel your appointment***

If it is necessary to cancel your scheduled appointment, we require you call at least 4 hours prior to your appointment time. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. Please call 859-689-4700 to cancel your appointment. We prefer that you call during business hours to speak to a customer service representative.

#### ***No Show Policy***

A no show is someone who misses an appointment without calling to cancel 4 hours prior to their appointment time. No shows inconvenience those who need medical care in a timely manner.

A failure to be present at the time of a scheduled appointment will be recorded in the patient chart as a "No Show". In order to reschedule a missed appointment, we require a \$57 per pet deposit. This can be paid with a credit card by phone. This covers the cost of a comprehensive medical exam that will be applied to your account at the time of your visit. We reserve the right to keep the \$57 deposit if a second "No Show" appointment occurs.