

Loving Touch Animal Clinic PA Policies

Our goal at the Loving Touch Animal Clinic is to provide the highest quality medical care for your pet and great client experience that fits into your budget. To do so we have implemented tight appointment schedule to get all our patients seen in a timely manner. Unfortunately, our busy schedule has forced us to implement a cancellation policy.

The cancellation policy: Enables us to better utilize available appointments for our patients in need of medical or injury care. To be respectful of the medical needs of all patients, please be courteous and call the hospital promptly if you are unable to make an appointment. This time will be reallocated to someone who is in urgent need of treatment. However, Emergency cases shall always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time.

How to cancel your appointment:

If it is necessary to cancel your scheduled appointment we require you call at least 12 hours prior to scheduled appointment. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. To cancel please call 302-861-6291, if after hours please leave a message or email www.Lovingtouchclinic14@gmail.com.

No show Policy:

A no show is classified as someone who misses an appointment without cancelling 12 hours prior to appointment or is more than 15 minutes late for an appointment (Lateness to appointments may result in rescheduling). 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's chart as a "No show". If there are two records of a no show a \$15.00 fee will be billed to the account. Future services will be withheld until this fee has been paid. Three No-Shows will require payment up front for a routine/sick office visit over the phone with a credit card.

Patient Arrival Policy:

For your protection, and that of others, while in the hospital we ask that all dogs must be on a leash and properly controlled while in the waiting area or exam rooms and all cats must be presented in an appropriate cat carrier or on a leash.

Payment Policy:

We require full payment at time services are rendered. For your convenience, we accept all major forms of credit cards (Visa, Mastercard, American Express, Discover, Personal Checks, Cash and Carecredit as a payment plan option with interest free for 6 months if over \$200.).

Return Policy:

Just like with a human pharmacy, products that have left our facility cannot be returned. However, opened bags of dog and cat food may be returned or exchanged because they are guaranteed by the manufacturer. According to Delaware Law 5.1.14.1 Except as provided in Regulation 5.1.14.2, non-controlled substance prescriptions may not be returned to the pharmacy except for disposal.

Prescription Refills and Pet Food

A doctor-patient- client relationship needs to be established for any medication, that is not over-the-counter, to be prescribed or dispensed. This means your pet must be examined by a Dr. at minimum once yearly. Only a doctor can authorize a refill for your pet's medication. If your pet needs a prescription refill or is receiving a regular supply of pet food or preventative medication from the clinic (flea,tick,heartworm, ect), please call and allow at least 24 hours' notice so the hospital staff can fill your order. Occasionally certain medications regulated by the FDA will need routine bloodwork and/or other diagnostics to ensure the medication is working appropriately and disease symptoms are controlled.

Drop-offs:

For your convenience, drop –off appointments are available on certain days. A “drop-off” means that you could bring your pet in and leave him/her with us for a couple of hours for the Dr. to examine and diagnose in between appointments finishing up early and/or canceling.

Privacy Policy:

Loving Touch Animal Clinic recognizes the importance of protecting the personal privacy of our clients, our patients and those individuals who simply visit our facility. No information will ever be disclosed to outside parties. If we ask you to provide certain information, it will only be used for medical record keeping and/or contact purposes. Your Privacy is respected. We are committed to ensuring that your information is secure. We do not give out any information about our clients or patients without your authorization or unless required by law. We strictly adhere to this policy.

Client Name (printed) _____

Date:_____

Client signature: _____