



Loving Touch Animal Clinic PA Policies and Procedures

Our goal at the Loving Touch Animal Clinic PA (LTAC) 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. Cancellations and “No shows” can have a significant impact on our schedule. As a result, we have implemented a strict cancellation policy that we respectfully request our clients follow.

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 accesses to timely medical care. To cancel please call 302-861-6291, if after hours please leave a message, email reception.ltac@lovingtouchclinic.com or by replying to the text notification reminder system.

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 depending on the day). 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 prior to scheduling, these fees cannot be transferred to another

appointment. Any no-show or late cancellation for a surgical appointment will result in a payment of \$150.00 being owed.

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. All pets on a leash must be double leashed when walking into the building.

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.). Checks are not accepted on a client/patient first visit.

Pricing Increases:

Each year we have an annual price increase on most products and services based on manufacture increase and cost of living increases around the new year. To help streamline the process prices will only be provided to the client if asked.

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. All prescriptions dispensed cannot be cut by the hospital personnel. Any outside online pharmacies other than what is offered by the clinic must sign an online pharmacy waiver. All prescriptions clients request to be filled at local surrounding pharmacies other than Saveway Compounding Pharmacy and/or Express Discount Pharmacy, clients must come in and pick-up

written prescription. Refills can be requested by calling and using the prescription phone line (option 2) or your pet's online portal.

Referral Program:

At LTAC, we offer referral discounts which do not have a limit! Each established client who refers a family member, friend and/or anyone else will receive a \$10 discount per referral off their next Doctor appointment once referred patient has been seen. The new client being referred will also receive the same \$10 discount off their Doctor appointment. These discounts cannot be applied to outpatient sales only Doctor appointments. These discounts must be mentioned on the referrals first visit to be applied.

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 Doctor to examine and diagnose in between appointments finishing up early and/or canceling. All drop-offs must be here during the times of 8:00 AM and 11:00 AM Monday-Friday unless otherwise stated. Drop-off appointments still classify as a scheduled appointment and no show/cancellation policy still applies. We highly recommend all pets be up to date on the vaccinations listed; Canine Patients - Rabies, Distemper/Parvo and Bordetella, Feline- Rabies and Distemper.

Appointments:

All vaccinations must be done with a Doctor, with the exception of the Bordetella vaccination if the pet has been seen in the last year. Booster appointments are discounted as we encourage pets to have a physical exam before receiving vaccinations. We offer vaccination clinics where the examination fee is waived, and you just pay for the price of the services agreed upon that day. These vaccination clinics are on set days and times. No exceptions to the rule. We promote these clinics many ways via flyers posted in the hospital lobby, Facebook, Instagram and/or the website page. Walk-in appointments are discouraged as we see patients by appointments at selected scheduled times. As a walk-in you may be asked to drop-off, scheduled to a later time and/or fit into the appointment scheduler which can result in a significant wait. All patients must be up to date on rabies as a minimum.

Medical Emergencies:

From time-to-time medical emergencies do happen with patients and can be unexpected. At LTAC, we will do our best to provide the care your pet needs, but depending on the severity of the case and how the patient is presented we may have to refer or transfer out patients for further or more extensive treatment at a 24-hour emergency specialty center. LTAC will also try our best to provide a treatment plan during this crucial time however, other charges may occur not itemized on your initial treatment plan. By signing below, you authorize

LTAC to provide treatments up to \$350.00 if deemed necessary by the Doctor. Medical emergencies are best defined as “the sudden onset of a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in: placing the patient’s health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.”. Medical emergency examples would be respiratory distress, hit by car, gunshot, or traumatic injury and/or other such life-threatening conditions.

Privacy Policy:

LTAC 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. However, records will be given to other veterinarians calling on your behalf. We strictly adhere to this policy. Emails are encouraged to be given as that is the only way of contact for your pets’ health care appointment reminders and vaccination due dates. You can opt out of emails being sent to you in your online account found on the website. If clients opt out of providing an email it will be their sole responsibility to make sure patients are up to date.

Zero Tolerance Policy:

At Loving Touch Animal Clinic PA, we care about the wellbeing and mental health of all our doctors and employees. Therefore, this practice will not tolerate unacceptable behavior which includes but will not be limited to: swearing, shouting, bullying, being aggressive or demanding. All clients will be given a warning should any staff member feel threatened physically or verbally. Any of these behaviors shown will then result in immediate termination of the client/patients’ care from this practice.

Rescues/Discounts:

Loving Touch Animal Clinic does offer a senior citizen and/or military a discount of 10%. These discounts are the sole responsibility of the pet parent to inquire. Discounts cannot be combined, and no exceptions will be made. All discounts must be provided prior to check-out and will not be given to previous invoices. To qualify for a senior discount, an associate must review the driver’s license of at least one person(s) listed on the account verifying the age of 65 or older. Active/Retired military must show ID as well to qualify. Only rescues with a 501c and signed agreement can be given a discount, and all discounts must be discussed with the rescue point of contact and the hospital manager.

Record Requesting:

All records must be reviewed by a Doctor or Hospital Manager prior to sending to verify no spelling/grammatical errors occurred. Records can be supplied to clients via email at no charge, but if printed records are requested a fee of \$10 will incur.

We recommend you review this contract carefully as by signing below states you will adhere to these policies listed above. If you have any questions and/or concerns, please feel free to ask one of our associates to explain it to you. A copy of this contract can be printed or emailed to you if you wish. This policy can also be found on the website page, www.lovingtouchclinic.com under the New Patient Center tab and then by selecting the Online Form tab. Loving Touch Animal Clinic's Facebook page also has the policy outlined in the About Us section. At Loving Touch, we understand the importance of keeping the environment healthy and we do our due diligence to cut down unnecessary waste by asking you to go eco-friendly with us as well. By doing so, we prefer to email invoices, receipts and records. A printed copy of your credit card receipt, invoice and records can be given if requested. We look forward to giving you and your furry family members the best quality care they deserve. Please feel free to give us a review on google and/or a social media platform to tell us how we are doing. If you have any areas of concern(s) and/or improvement, please feel free to reach out to the hospital manager.

Client Name (printed) _____

Date: _____

Client Signature: _____