



Lee's Hill Pet Hospital

The Shops at Lee's Hill
10693 Spotsylvania Ave.
Fredericksburg, VA 22408
(540) 710-7111
www.leeshillpethospital.com

Payment Policy

- Payment is due when services are rendered each day, unless prior arrangements have been made.
- **A deposit for the full estimate amount is due at the time of check-in for all patients dropped off.**
- We accept cash, all major credit cards and CareCredit. *For CareCredit transactions, the account holder must be present with his or her photo ID. We do not accept checks.*

Pharmacy Policy

- As all prescriptions need a doctor's authorization, **we require a 24 hour notice** for refill requests. **We strongly suggest calling when your pet has 3-5 days of medication left.** Many medications require a recheck or blood work before refilling or stopping!
- There is a **\$5 express fee** to fill a prescription quicker than 24 hours. We do not recommend walking in, as we cannot guarantee an immediate refill.
- There is a **\$3 prescription preparation fee** for cutting over 15 tablets or preparing liquid medication in over 5 syringes.
- We take the time to diagnose your pet and educate on all medications and prevention. For your convenience, we offer home delivery on most prescriptions through our online pharmacy. There is a **\$5 fee to script out medications we can dispense from either our in-house or online pharmacies.**
- We can special order medication for your pet and payment is due when the order is placed.

Missed Appointment Policy

- Please be sure to call us at least **12 hours*** prior to your appointment if you need to reschedule or cancel to avoid being charged a missed appointment fee. Leaving a voicemail is sufficient.
- Each appointment has an allotted time of at least 20 minutes. If you are **more than 15 minutes** late for your appointment, you've essentially missed your appointment time and will be charged a missed appointment fee. If possible, we work late patients in, but you may have to reschedule.

Fees: Appointment \$35.00 Surgery \$75.00.

- *Please call **24 hours before your ultrasound appointment** to reschedule or cancel. We require a \$200 non-refundable deposit for ultrasounds when scheduled.

Late Pick-Up/Drop-Off and After-Hours Fees

It is a privilege to serve our patients 12 hours a day, 6 days a week. However, to ensure our office is able to close on time, we require patients be dropped off or picked up no later than 12:45 pm (before lunch) and 6:30pm (before closing).

Fees: Late drop-off/pick-up: \$15 per 10 minutes after 12:45 or 6:30pm
After-Hours Medical Care: \$100/hour after 7pm

Client Signature _____ Date _____