

# Lee's Hill Pet Hospital

10693 Spotsylvania Avenue, Fredericksburg, VA 22408

540-710-7111 Fax: 540-710-8811

lhphstaff@gmail.com

## PAYMENT POLICIES

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

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## PHARMACY POLICIES

- As all prescriptions need a doctor's authorization, **we require a 24 hour notice** for medication or prescription food 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 can special order medication for your pet and payment is due when the order is placed.
- We hold prescription requests for 2 weeks. Any medication left for longer than 2 weeks will be restocked. You will need to restart the prescription request process and you could experience at least a 24-wait to have the medication made up again.
- If you request medication and incur an express fee or a preparation fee and later decide to decline the medication or you do not pick it up within 2 weeks, you are still responsible for the express fee and preparation fee. Pre-cut tablets, pre-mixed liquid, and liquid pulled up into syringes is **NON-REFUNDABLE.**

Initial

## APPOINTMENT POLICIES

- Please call 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. Email or Facebook message is not acceptable.
- If you arrive **15 minutes late** to a doctor's appointment, you will be charged a fee and your appointment may have to be rescheduled. This includes surgery drop off appointments.
- If you arrive **15 minutes late** to a technician appointment, you will not be charged a fee, but your appointment will have to be rescheduled.

*Fees: Missed Appointment \$35.00*

*Missed Surgery \$75.00.*

- Exam fees:

**Wellness Exam \$29:** a 20-40 minute appointment for healthy pets and preventative care

**Pre-Surgical Exam \$25:** a 40 minute appointment that is required prior to scheduling surgery for pre-surgical blood work, exam, making an estimate, filling any pre-operative medication, and discussing the planned procedure and paperwork. The person financially responsible must attend this appointment.

**Comprehensive Exam \$49:** a 40-60 minute appointment for pets who have an illness, injury, or who's owners would like to consult about a particular concern (i.e. nutrition, behavior, allergies).

**APPOINTMENT POLICIES (continued)**

**Recheck Exam \$29:** a 20-40 minute appointment to follow up on a specific concern within 4 weeks of a comprehensive exam

**Post- Operative Recheck \$0:** a 10-20 minute appointment to recheck within 4 weeks of surgery. The exam fee is no charge with any surgery done at our clinic, but any medication, treatment or supplies needed during the visit (i.e. bandage change) will be charged accordingly. We recommend most pets return 3-14 days after surgery, depending on the procedure.

**Emergency Exam \$80\*:** a 60 minute+ appointment for critical pets or for owners who wish for their pet to be seen immediately

*\* The emergency exam is \$50.00 for pets on health plans.*

**Telemedicine Consult \$35.00 per 30 minutes:** a phone consultation for your pet with either a doctor technician with a minimum charge of 30 minutes.

**Research in lieu of Specialist \$50.00:** for doctors and staff researching deeper into your pet's medical condition(s) instead of a specialist referral

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Due to appointment volume, we cannot allow owners to wait long periods of time in the exam room for test results. We will call you with results within 24 hours. For very sick patients, we will recommend leaving your pet for the day and when we get results we can begin treatment.

**OTHER FEES**

**- Late drop-off/pick-up: \$15 per 10 minutes late**

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) or no later than 6:30pm (before closing).

**- After-Hours Medical Care: \$100/hour after 7pm with a *minimum* charge of 1 hour**

We offer drop-off appointments, morning appointments, and double-booking as an emergency appointment to get sick and injured pets into the clinic sooner. If you choose to take a later appointment and it runs past closing or you arrive late to your appointment and it runs past closing, there is a fee for staff to stay late.

**- Clean-Up Fees: \$7 - \$35**

We walk patients at least 3 times per day. However, despite our efforts, some pets make messes that require multiple staff and/or extensive time and effort to clean up. This fee covers the staff time and extra cleaning supplies.

**- Additional Restraint: \$10 - \$30**

We always recommend minimal restraint and, if necessary, sedation to reduce the stress of your pet's visit. However, sometimes owners wish that we proceed when pets do not wish to be handled for a procedure. In these instances, we will charge a fee to cover additional staff and time.

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Please let us know if you have any questions. By signing below you acknowledge that you have read and understand the above policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

Would you like a copy?  Accept

Decline