



## WILLOW CREEK VETERINARY CENTER FINANCIAL POLICY

Thank you for entrusting us with the care of your beloved pet. Here at Willow Creek, it is our mission to be a lifelong provider of personalized, compassionate and gold standard care for your pet. We encourage you to be involved and ask questions about your pet's treatment plan. This includes understanding our financial policy.

### **Financial Agreement:**

Payment is due in full at the time of rendered services. This includes exam fees, treatments, procedures, or medications. We understand that urgent care is usually not expected and financial constraints may be an issue, we accept multiple payment options to help you get your pet the care they need. *It is the client's responsibility to inform the staff of any financial restrictions BEFORE performing any diagnostics or treatments.*

Initials: \_\_\_\_

### **Payment Options:**

We accept cash, debit and credit as well as All Pet Card, Care Credit and Scratch Pay (a 3<sup>rd</sup> party payment plan). Links to apply for these payment options are available on our webpage. *All fees are due at time of service we do NOT carry in-house account balances.*

Initials: \_\_\_\_

### **Returned Payments:**

A \$25 fee will automatically be applied to any returned payment types.

Initials \_\_\_\_

### **Estimates and Treatment Plans:**

We are happy to provide an estimated cost of care for your pet at your request. The estimate is an anticipated cost and may change if your pet's needs change.

Initials: \_\_\_\_

### **Scheduling Fees and Deposits:**

A scheduling fee may be required prior to scheduling appointments or surgeries. Deposits may be asked upon admitting for hospitalization of any kind. The remaining balance would be due at discharge of your pet.

Initials: \_\_\_\_

### **Overdue Balances:**

Any balance left unpaid after 30 days will start to incur a monthly finance charge of 1.5%. Any account balance due past 90 days will be sent to a collection agency. We obtain the right to refuse further patient care after an account is sent to collections.

Initials: \_\_\_\_

**Cancellations and Missed Appointments:**

To allow us to provide ALL our patients with timely care we require at least 2-hour notice for cancellations. Any appointments cancelled outside of the 2-hour notice requirement or missed appointments without notice; we obtain the right to keep the scheduling fee.

Initials: \_\_\_\_\_

**Acknowledgement:**

By signing below, you confirm that you have read, understand and agree to our financial policy here at Willow Creek.

Printed Name:

Signature:

Date: