

**Northridge Animal Clinic, LLC**  
**5340 N. Dixie Drive – Dayton, Ohio 45414**  
**Phone: (937)277-9344 Fax: (937)277-0180**  
**www.northridgeanimalclinic@hotmail.com**

### **Appointment Policies**

At Northridge Animal Clinic, hours are by appointment only. We ask that new clients or clients with new pets arrive 15 minutes early, so we can get all paperwork and information done before your scheduled appointment time starts. We do our best to provide sufficient time to adequately examine your pet and to discuss treatment options that are specific to your pet's health. We know how busy everyone is and we will make every effort to see each patient at their scheduled time as well as keep waiting time to a minimum. However, emergency cases receive top priority and may occasionally disrupt our schedule. We apologize in advance if this occurs but appreciate your understanding during those times when unexpected emergencies and delays occur.

If you have an emergency, we will put you and your pet first as well. If your pet is sick or you have an emergency, please call early in the day. This will enable us to prepare for your pet's arrival and give us sufficient time to evaluate and treat your pet before our business day ends.

### **Late Appointments**

In an effort to minimize wait time and avoid inconvenience to other clients we reserve the right to reschedule any appointment arriving later than 10 minutes past their scheduled appointment time. If you are running a few minutes late, please call us so we can make arrangements with the doctors to make sure we can still accommodate you and your pet when you arrive.

### **Missed Appointments**

We understand plans change, emergencies happen and appointments are forgotten. However, our goal is to keep appointments available for our patients that need medical treatment. If it is necessary to cancel an appointment, please do so **24 hours in advance**. An early cancellation will give another patient an opportunity to receive needed treatment sooner, which may not occur if time is not available.

Because we know time is important to everyone, we have the following policy:

- **First missed appointment:** If an appointment is missed, or canceled late (with less than 24 hour notice before scheduled appointment time), our staff will call to ensure you and your pet are okay and to reschedule your appointment.
- **Second missed appointment:** You will receive a notice stating this is your second missed appointment. A copy of our missed appointment policy will be sent as well.
- **Third missed appointment:** A letter will be sent informing you that you have now missed three appointments and have been charged the equivalent of an office visit fee. After you have been informed of your third missed appointment you will be required to pre-pay the office visit or tech fees before you can be scheduled for an appointment. This will be non-refundable if you fail to show for the appointment.

\*In the event that you have missed surgery appointments, you will be required to pay 50% of the estimated cost of the surgery/procedure before your pet can be re-scheduled.

### **Dispensing Medications**

By law, The State of Ohio, requires a valid veterinarian-client-patient relationship for a veterinary hospital to dispense prescription medications of any kind. All medications require a yearly exam to be performed by the prescribing veterinarian. Please keep in mind some medications require yearly blood work for the safety and health of your pet.

For your convenience, you may request a refill online, through our vet app, or by calling the clinic directly. We will make every effort to make your pet's medication available to you as quickly as possible, but we do ask for a 24 hour advanced notification. This will allow us the time to look over your pet's medical chart to ensure the correct dosage and treatment is given. This will also give us enough time to have your prescription ready when you arrive. If you don't have enough medication to get through overnight, you can still pick up medication the same day for an additional fee of \$5.00.

### **Privacy Policy**

We understand the importance of protecting the personal privacy of our clients, patients and visitors to our site. No information will be disclosed to outside parties from us, our affiliates or our website hosting company. We do not collect or give out any information to third party vendors or other internet businesses. We will only contact you with information specifically pertaining to your pet's health and well-being.

We also protect the privacy of you and your pet's records that we retain on site at Northridge Animal Clinic. At no time will we give out information about you or your pet without your consent. Please be sure to update your contact information as well as listing all persons that should have access to your pet's medical records. If they are not listed as an owner, we will not disclose any information to them. In the event you have your pet groomed or staying at a pet boarding facility, it may be necessary to disclose vaccination history but no other personal history will be given.

### **Billing**

Please know that we do not offer billing. All fees are due at the time of service and must be paid upon your pet's discharge from the hospital. In the event of an open balance, the outstanding balance will incur a monthly interest fee of 1.5% until the total balance due is paid. We do accept cash, check (with a valid ID), Visa, Master Card, Discover, American Express and Care Credit.

I, \_\_\_\_\_ agree to the terms and conditions stated in this document. I am the authorized party who will be responsible for making decisions and providing payment for all services pertaining to the pet(s) listed on my account.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Account number