



CLINIC AND HOSPITAL POLICY HANDOUT

Please review the following hospital policies and sign the bottom of this form to indicate you have read and understand this information. This is a written agreement between Veterinary Ophthalmology Specialty Practice and you.

Privacy

Veterinary Ophthalmology Specialty Practice, Inc will maintain a comprehensive medical file pertaining to your pet's eye care. This information is shared, on each visit, with your referring doctor unless you indicate otherwise. We cannot share this information with other individuals who may have an interest in the case without your authorization.

We do not store credit card information in medical records. This is for your protection. If you wish to order medications to be sent to you by mail, we will ask you for your payment information on a time by time basis.

Scheduling

Veterinary Ophthalmology Specialty Practice, Inc provides high quality eye care services to hundreds of clients. We try to provide care in an efficient manner with concern for your time. Our new appointments are scheduled at thirty minute intervals and our rechecks are scheduled at fifteen minute intervals. We make every effort to run as close to schedule as possible. You must arrive to your appointment **before your appointment time to check in**. We have no control over weather, traffic, construction etc.

Initials_____ Date_____

The logo for VOSP (Veterinary Ophthalmology Specialty Practice Inc.) features the letters 'VOSP' in a large, bold, black serif font.

**Veterinary Ophthalmology
Specialty Practice Inc.**

Animal Eye Clinic

Confirming your appointment

We are happy to schedule appointments up to one year in advance. You will, however, be required to confirm your appointment by talking with a staff member here within 24 hrs of the time of your appointment. Email and voicemail are not satisfactory methods for confirmation of appointments. We will begin trying to contact you by phone three days prior to your appointment. You must respond to keep the appointment. If we do not hear from you 24 hrs before your appointment we will offer your time to another pet owner seeking care for their pet.

Checking In

You are required to check in to your appointment before the appointment time. To check in you must be physically present at the clinic. You cannot check in by phone unless you are in the parking lot and request curbside service due to health reasons. If you check in late, we may or may not be able to see you. If we cannot see you, it is considered a missed appointment.

Missed Appointment

If you are late and we cannot see you or you do not come in for your scheduled appointment it is considered a missed appointment. **The missed appointment fee is \$95.00.** This fee does not count as credit towards future services here. If you refuse the fee, it will indicate a voluntary termination of the doctor client relationship and you will need to seek care for your pet at another eye clinic. If a situation arises in which you have missed an appointment, please do not argue with my staff about our policies. We are informing you about our policies with full transparency in advance.

Initials _____ Date _____

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Cancellation

We require 24 hrs notice by phone, talking to a customer service representative, regarding a cancellation. Email and voice mail notification, while appreciated, are not considering meeting the requirements of the cancellation policy. If you cannot make your appointment, we want to be able to offer that time to another pet owner seeking care for their pet. We cannot do that if you notify us after hours by voice mail or email. Cancellation less than 24 hrs from the confirmed appointment constitutes a missed appointment.

Medical Records Transfer

We will forward your medical records to your primary care clinic on each visit so your primary care doctor (s) are fully informed of diagnoses and treatment plans. We are able to transfer your medical records upon request to other facilities also. There is a \$25.00 fee to transfer records. This fee is waived if we refer you to another facility for ongoing care, if your insurance company requests medical records, if you are relocating to another part of the country, including people who temporarily winter in southern states. The fee is not waived if you need to seek care elsewhere because of missed appointments.

Medications

Many of our patients have been under the care of other veterinarians prior to referral to Veterinary Ophthalmology Specialty Practice. Patients may already have many medications, an Elizabethan Collar or other items. To avoid duplication of medications, please bring your medications with you to each visit including surgery, at the time of drop off.

During a visit for an appointment or surgery, if the appropriate medications or Elizabethan collar are not available, we will need to dispense any medications necessary for that case. **Once medications are dispensed, they cannot be returned.**

Initials _____ Date _____

VOSP

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After Hours Care

Veterinary ophthalmologists are in short supply nationwide. We have one doctor. Our doctor is in the office five days a week. We do not provide night or weekend care at this clinic. If an urgent or emergency situation develops, patients are directed to use one of the local emergency clinics to manage problems until they can be seen at this clinic. If you elect to have surgery at this clinic you are acknowledging that we cannot provide 24/7 care here and that you would need to use one of the local emergency clinics in the event of after hours questions or problems.

Courtesy

Please turn off or silence your cell phone in the examination room.

Payment

Payment in full is necessary at the time services are provided. We do not offer payment plans. We cannot accept checks. We accept Cash, VISA and MASTERCARD and debit cards

Thank-you.

Signed

Print Name

Date