

Hickory Tree Veterinary Hospital

No Show/Late Policy

In the event you are unable to attend your appointment outlined is our Late Cancellation Policy and No-Show Policy.

LATE CANCELLATION POLICY:

In the event you do not call the office the day before (< 24 hours before appointment); or if you cancel after 11am on Friday for a Monday appointment. Details below are outlined in our Late Cancellation Policy:

- 2 late cancellations within 12 months equals 1 no-show and will result in notification of the patient reminding them of the policy.
- 4 late cancellations within 12 months equals 2 no-shows and will result in notification of the patient reminding them of the policy.
- 6 late cancellations within 12 months equals 3 no-shows and will result in discharge from the practice

NO-SHOW POLICY:

An occurrence is when you do not show up or call to cancel before their appointment.

- 1st No-Show appointment in 12 months will result in notification of the patient reminding them of the policy.
- 2nd No-Show appointment within 12 months will result in notification of the patient reminding them of the policy and potential discharge from the practice if a 3rd no-show occurs.
- 3rd No-Show will result in discharge from the practice.

New Patient Appointment Cancellation\No Show

A full exam fee will be charged over the phone by credit card to schedule an appointment for a new patient. This is a credit on your account and will be applied to your invoice on your 1st visit.

If you need to cancel this appointment, 24-hour notice is required to have this credit amount charged back to your credit card. If you cancel a Monday 10:00 AM appointment, it is expected that we will be made aware of that on Friday prior to 10:00 AM. We are closed on Saturday and Sunday. And for that reason, we must do this for Monday appointments. If it is a Tuesday, Wednesday, Thursday, Friday appointment that requires that prior days' notice but still 24- hour notice. There is no refund for no show appointments.

Please call **336-775-2303** at any time to notify us of the cancellation.