



A N I M A L H O S P I T A L

Hospital Policies

Please read the following policies carefully and ask a member of our team if you have any questions. We appreciate the opportunity to serve you!

1. Operating Hours: our hospital is open **Monday from 8:00am to 7:00pm, Tuesday through Friday from 8:30am to 5:30pm** and the **SECOND Saturday of every month from 9am to 1pm. No staff is present in the hospital overnight.**
Please Note: **Saturday hours are reserved for healthy pet visits ONLY** such as vaccines since we are only open for half a day. Sick pets will be referred to an emergency hospital or charged an additional fee.
2. Appointments are encouraged, and are scheduled from **9:00am-12:00pm Monday through Saturday, 3:00pm-6:40pm Monday, and 2:00pm-5:00pm Tuesday through Friday.** We also schedule drop-offs at no additional charge.
3. Office visits are seen in the following order: (1) Emergencies (*please call ahead so we may be prepared for your arrival*), (2) Scheduled Appointments, (3) Walk-ins. Walk-ins are accepted on a "first-come, first-served" basis.
4. Surgeries are scheduled on Mondays, Tuesdays, and Fridays; all patients must be checked in by 9:00am the day of their surgery.
5. We are **closed all major holidays** as well as the Friday after Thanksgiving and **December 24th-January 1st.**
6. **After Hours Care/Emergencies** are referred to the **Animal Emergency Clinic of Cary** (open nights, weekends, and holidays): **Phone 919-462-8989** Address: 220 High House Rd, Cary and **Triangle Veterinary Referral Hospital of Holly Springs** (open 24/7): **Phone: 919-973-5620** Address: 2120 Werrington Drive #201, Holly Springs
7. **Payment is due at the time services are rendered. We do NOT provide billing, or in-house financing/payment plans of any kind – NO EXCEPTIONS.** You are responsible for payment in full when your pet is discharged from the hospital. **Please consider obtaining veterinary pet insurance to help cover the cost of an unexpected injury or illness.** We do accept **CareCredit** and the **Henry Schein Citi Health Card** which offer 6 month no-interest financing for purchases of \$200+ and \$250+ respectively (subject to credit approval).
8. We accept cash, CareCredit, Henry Schein Citi Health Card, debit cards, and Visa, MasterCard, and Discover credit cards. **We do not accept personal checks or American Express cards.**
9. We do not authorize faxed prescriptions from outside pharmacies (such as 1800PetMeds). We cannot verify the safety or efficacy of drugs filled by 3rd party pharmacies. We are happy to provide you with a written prescription upon your request for any medication we prescribe. A written prescription can be filled at any pharmacy of your choice. We also offer home delivery of most medications through our online pharmacy portal.

Please sign to indicate you have read, understand, and agree to abide by our hospital policies.

Signature

Printed Name

Date