

Date: _____

Hospital Policies

Refill Request Policy

- All medications require a 48 hour notice prior to picking up refills. This allows for the doctors to review and approve requests, the staff adequate time to fill medications, and limits the chance of mistakes.
- All food requests could take up to 2 weeks to fulfill. The hospital does not keep most prescription diets on hand and the ordering and delivery process can sometimes take up to 10 business days.

No Shows and Late Cancellations

In consideration of others whose pets need care, we ask that if you are unable to keep an appointment or are running late that you observe the following:

- If you know you will be late, please call the clinic as soon as possible.
 - If you are more than 10 minutes late to your appointment, you will be rescheduled or charged a work-in fee.
- If you are a no call/no show **OR** you do not call Riverbound Veterinary Clinic within 24 hours of your appointment to cancel or reschedule, you will be charged a no show/late cancellation fee.

This policy applies to all appointments including but not limited to surgeries, annual exams, and medical exams.

Exam Cancellation Fee: \$35 fee
Surgery Cancellation Fee: \$100 fee

PLEASE SIGN THAT YOU HAVE READ AND AGREE TO THE POLICIES LISTED ABOVE.

Name (Printed)

Name (Signature)