

CANCELLED AND MISSED APPOINTMENT POLICY

We would like to inform you of a policy change regarding cancelled and missed appointments. This policy has been established in order to provide the highest level of veterinary care to all our patients. By providing us notice of a cancellation, we may be able to accommodate other patients that need care with your appointment slot. It is very important that you call at least 12 hours prior to your appointment time if you need to reschedule.

A missed appointment is when a client fails to show for an appointment OR cancels without at least a 12 hour notice.

Cancellation of an Appointment: In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to keep your scheduled appointment. If it is necessary to cancel or reschedule your appointment, we require that you call at least 12 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

How to Cancel Your Appointment: To cancel your appointment, please call (812) 867-3100. If you do not reach the receptionist, you may leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call promptly.

Late Cancellations: A cancellation is considered late when the appointment is cancelled without a 12 hour advance notice.

Appointment No Show Policy: A “no show” is a client who misses an appointment without cancelling or arriving 15 minutes or more after the scheduled appointment time. A failure to be present at the time of a scheduled appointment will be recorded in the patient’s chart as a “no show.” The first time there is a no show or late cancellation, there will be no charge to the client. The second time this occurs, there will be a \$40 charge to the client. The third no show will result in a \$40 charge to the client, as well as an additional \$40 deposit to reschedule the appointment.

Surgery Appointment No Show Policy: A surgery “no show” is a client who misses a surgery appointment without providing 12 hour notice of a cancellation. The first time this occurs, there will be no charge to the client. The second surgery no show will result in a \$100 charge to the client. The third surgery no show will result in a \$100 charge to the client, as well as a required \$100 deposit to reschedule.