



*Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed appointments.

All deposits will automatically go towards the appointment services or procedure, unless the appointment/procedure is missed or canceled without the required notice. If the required appropriate notice is given you have the option to keep it on file for the next appointment/services or potentially to have it partially refunded, pending the circumstances associated with the cancellation. BVAH holds the right to determine if a full or partial refund will be allocated.

A missed physical exam appointment is when you fail to show up for an appointment without a phone call, or cancel without at least a 48 business hour (2 business days) notice. A procedure/surgery "no-show" is a client who misses a surgery appointment without providing 72 business hours (3 days) notice of cancellation. If this occurs BVAH holds the right to obtain the deposit left to originally retain that appointment, which will go towards staffing and other important hospital needs that involve missed appointments or procedures.

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments, even when emergency and sick hospitalized patients need our medical care unexpectedly. We ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide reminder calls the day before your appointment. However, you are responsible to remember your appointment regardless. Below, our missed appointment policies are outlined.

Cancellation of an Appointment/Procedure: 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 show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 48 business hours (for appointment) or 72 business hours (for procedures) 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 B.E.S.T. VETS Animal Hospital. If you do not reach a Client Services Representative, you may leave a detailed message on our voice mail. 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 to be late when the appointment is canceled without a 48 business hour advance notice.

Appointment No Show Policy: A "no-show" is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". This includes arriving 5 minutes after your scheduled appointment, without at least calling.

At BVAH, we strive to be available to all of our patients and clients and hope that with this policy being set into place that this will allow us to be there for all clients and patients more readily, whilst allowing the hospital to function with improved quality.