



Our Appointment and Payment Policies

Tri-County Veterinary Service has developed a list of policies to better fulfill the needs of our patients and to benefit their healthcare. I have read and understand these policies as follows:

- If I am fifteen or more minutes late for my appointment, I must reschedule.
- If I miss two appointments without calling to reschedule or cancel my appointment, I will be required to pay a deposit in order to schedule appointments further. Tri-County Veterinary Service Inc. will not be responsible for any medical/legal liabilities should an appointment not be kept.
- Legally, it is my responsibility as pet owner to keep all schedule appointments in this clinic.
- I am responsible for giving Tri-County Veterinary Service Inc. correct personal information as it changes.
- I am responsible for payment in full for all services rendered in this clinic at the time it is rendered unless prior arrangements have been made with management or the doctor. Tri-County Veterinary Service Inc. accepts cash, check, Mastercard, Visa, Discover, American Express, Scratchpay, or Care Credit.
- I am at liberty to discuss treatment options, as well as cost, with my pet's doctor. At any time during my pet's treatment, a written estimate can be provided at my request.
- There will be a service charge of \$40 for all returned checks.
- All accounts past due 30 days will be charged an accrued interest late fee. Re-billing service charges of 2% may be added to account balance if not paid in full.
- If Tri-County Veterinary Service Inc. should require an outside service to collect a past due amount, all reasonable finance charges and collection fees will be the responsibility of the pet owner. Any account turned over to a collection agency will be charged an additional fee of 30% of the total bill due.



New Client Deposit Policy - As of August 1, 2024

Tri-County Veterinary Service strives to provide the best care for all new and current patients in a timely and efficient manner. In order for us to continue seeing patients when urgent medical care is needed and due to the rising number of appointments that no-show on a regular basis, we will now require all new clients to place a non-refundable deposit towards their first appointment. This deposit will go towards the total of your pet's visit. If you do not show up to your appointment or are 15 minutes late, your deposit will be forfeited and a new one will need to be made in order to reschedule. After two no-shows in a row, a new client will no longer be able to seek care at Tri-County Veterinary Service. See our No Show Policy for more details regarding no-show appointments and deposits.



No Show Policy - As of September 1, 2022

At Tri-County Veterinary Service we strive to provide high-quality medicine with compassion to our clients and their pets. We do our best to be on time for your scheduled appointments and ask that you call us if you are unable to keep your appointment. As a courtesy, we provide reminder calls, text messages, and/or emails the day before your appointment. No-shows and late shows inconvenience clients and their pets who need access to veterinary care. As such, our no-show policies are as follows:

Appointment No-Show Policy: Any client who misses an appointment without calling to cancel or is 15 minutes late to a scheduled appointment is considered a “no-show”. Failure to be present at the time of a scheduled appointment will be recorded in the client’s chart as a “no-show”. After two no-shows, the client will be asked to make a down payment when scheduling future appointments. This down payment will be applied to the fees accumulated during the appointment, however if the client does not adhere to the no-show policy as stated above, the down payment will be forfeited and a new deposit will be required to schedule future appointments. Once a client has kept three consecutive appointments with down payments, they will be taken off the no-show list and down payments will no longer be required when scheduling appointments. However, a single no-show in the future will result in down payments once again being required to schedule future appointments.

Surgery No-Show Policy: Any client who misses a surgery appointment without providing 24-hours-notice of cancellation is considered a “surgery no-show”. Failure to be present at the time of surgery drop-off will be recorded in the client’s chart as a “surgery no-show”. After two surgery no-shows, the client will be asked to make a down payment when scheduling any future surgery appointments. This down payment will be applied to the fees accumulated during the surgery appointment, however if the client does not adhere to the no-show policy as stated above, the down payment will be forfeited and a new deposit will be required to schedule future surgery appointments. Once a client has kept three consecutive surgery appointments with down payments, they will be taken off the surgery no-show list and down payments will no longer be required when scheduling surgery appointments. However, a single no-show will result in down payments once again being required to schedule a surgery appointment.



Photo Release & Case Study Form

I grant Tri-County Veterinary Service Inc., its representatives, and employees, the right to take photographs of me, my pet(s), and my property as well as details regarding services rendered in connection with my pets. I authorize Tri-County Veterinary Service Inc. may use photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and web content. I have read and understood the above.