

## Hospital Policies

To ensure a pleasant visit to our hospital, please take note of our hospital policies below. Feel free to call or speak with us in person if you have any questions.

### Fee Estimates and Payment Policy

We make every effort to provide reasonable costs for services. However, veterinary care can be costly and unfortunately, we do not have funds to provide free or low-cost care to our clients.

Following an examination of your animal, the veterinarian or a staff member can provide an estimate of the **approximate** cost of services, procedures, tests, drugs and supplies to treat your animal. This fee estimate will reflect **only** the initial diagnosis and treatment plan and may change, based your treatment decisions.

**Full payment is required at the time that services are rendered.** If your pet is admitted to our hospital, we can provide you with an estimate for their care. A 50% deposit is required at the time of admission. Final payment is due when your animal is discharged. Treatment for your animal is determined biased on your decisions, with consideration of your own financial resources. You have the right to decline any suggestions made for your animal.

For your convenience, we do accept cash, checks and all major credit cards. **We cannot hold check and or allow charging to your account.** If you require a payment plan, we do accept Care Credit. For more information go to [www.carecredit.com](http://www.carecredit.com) or call 1-800-365-8295.

### Appointment Policy

To allow ample time for all patients and scheduled surgical procedures, we operate primarily by appointment. Although walk-ins are accepted, we recommend that you call ahead for an appointment in order for you and your pet to have sufficient time and attention. Emergency cases always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time.

### Patient Arrival Policy

Please leave your pet(s) in the vehicle and check in with the secretary before bringing pets inside. Although we make every effort to make our patients feel comfortable during visits, they may be a little uneasy about new people, new surroundings and other pets. To protect you and your pet from escape attempts or aggressive encounters we ask that all animals be restrained on a leash or in pet carriers before entering the waiting room.

**Belongings:** Please do not leave personal items. We will gladly supply bedding, treats, etc. Items left here are at your own risk. Las Vegas-San Miguel Veterinary Hospital assumes no responsibility to repair or replace lost/damaged items.

**Safety:** All reasonable precautions will be taken to prevent injury/escape. LV-SM Veterinary Hospital is not responsible for actions of the pet that may cause injury/escape. All pets not picked up within 7 days of arranged pick-up date will be deemed abandoned and LV-SM Veterinary Hospital is authorized to become pet's legal owner.

**Pick-ups:** Pets may be picked up only during regular business hours (Mon-Fri 9-5). Pets cannot be picked up on weekends, holidays or after hours. **NO EXCEPTIONS!**

### **Hospitalization Policy**

#### **Vaccinations / Parasites**

For the safety of all animals in our care, we require that vaccinations be up to date for pets boarding in our hospital. Any patients admitted to the hospital with external parasites such as fleas or ear mites will be treated appropriately to prevent their spread to other patients in our care, at the client's expense.

#### **Emergency Policy**

We understand that your pet is an important member of your family and deserves the best possible medical care. LV-SM Veterinary Hospital provides emergency and critical care services on site. We are here to provide the highest level of personalized and compassionate care for your pet. Please call before your arrival to be certain we are available. During our regular business hours, please contact our hospital at 505-425-3538. If you have an emergency outside our regular business hours, call the emergency number on the office recording.

Unfortunately, we are unable to determine if it is an emergency over the phone and leave that decision up to you. It is impossible for us to determine an animal's condition without seeing the animal first and all staff members are instructed not to give medical advice over the phone.

A physical exam will be performed and we will inform of any findings. A staff member will then let you know of any necessary diagnostics and treatments and the approximate costs associated. There are times that the extent of the emergency necessitates immediate treatment and there are times that a portion of the diagnostics and treatments can wait until the future. **The initial Emergency Exam Fee is \$125. This does not include medication, hospitalization, diagnostics etc.**