

The Family Practice for Pets

Kitty Hawk Animal Hospital & Turning Stone Animal Hospital

Financial Policy

Thank you for choosing The Family Practice for Pets as the provider of care for your pet's health. To accomplish the best possible outcomes for our patients' needs we provide professional, informed, and effective care in a manner that reflects genuine respect for our clients and their pets. We appreciate your trust and strive to improve every day to meet our mission as stated above.

Our hospitals and Doctors are committed to providing you with the highest quality care at a fair and reasonable cost. In order to obtain this goal, we are asking you to acknowledge our financial policy to help us avoid billing and scheduling issues.

PAYMENT IN FULL IS DUE AND EXPECTED AT THE TIME OF SERVICE

Payment is required at the time services are rendered. Accepted forms of payment are: Visa, Mastercard, American Express, Discover, Apply Pay, Google Pay, Care Credit and Cash. Please note, we do not accept checks of any form as payment. All payment plans are done through Care Credit, a deferred-interest credit card, which can be applied for online or in the hospital.

In the event that a bill is not paid, the client will have 30 days to pay it before it earns interest. At 90 days overdue, an open bill is subject to be sent to collections.

We recommend keeping your credit card on file for easy payment. Our software securely encrypts and stores your credit card information and displays the last 4 digits of your card only. PCI compliance runs regularly on all devices. The credit card on file authorizes Family Practice for Pets to run your card for services provided and any product that has been taken home.

Appointment Deposits: Deposits are required at the time of booking to secure your place on the appointment calendar. If you need to make a change to your appointment time, we ask that you do so at least 24 hours before your appointment time in order to receive a refund on the deposit. Deposits are nonrefundable within 24 hours of the scheduled appointment time.

Missed Appointment Fee: Missed appointments represent a cost to the hospital, you, and other patients who could have been seen in the time set aside for you. Cancellations are requested 24 hours in advance in order to avoid losing your deposit. Our missed appointment or late cancellation fee is the amount that should have been received as a deposit which depends on the type of service that was scheduled. You are also considered a missed appointment if you are arriving 15 or more minutes after the scheduled appointment time.

Late Appointments: In an effort to be mindful of appointment times, appointments that are checked-in more than 5 minutes late from the scheduled appointment time are subject to longer wait times. Appointments that are checked in 15 or more minutes late are considered a no-show. If an Urgent Care visit is available, we will offer this option, but the Urgent Care fee will apply.

Urgent Care Fee: We have a limited number of same-day appointments available. Once they are filled, all walk-in or drop-off appointments beyond that will be charged an urgent care fee. The urgent care fee includes the cost of the examination.

Emergency Fee: An emergency fee applies to emergency situations when appointments are abruptly put on hold to attend a pet in a life-threatening situation. The emergency fee includes the cost of the examination and will be taken as a deposit upon checking in.

Thank you for your partnership on this matter. Please sign below to acknowledge that you have read and understand these policies.

Signature: _____

Name: _____

Date: _____



Kitty Hawk Animal Hospital | Universal City, TX
Turning Stone Animal Hospital | Cibolo, TX