

## **NO SHOW AND LATE ARRIVAL POLICY**

*We appreciate your patience, support and understanding in these trying times and want to do all we can to serve you and your pet's needs.*

The Staff at Osceola Veterinary Service understand that sometimes you need to cancel or reschedule your appointment. However, when you do not call-in advance to cancel your appointment you may be preventing another pet from getting the much needed attention or treatment that they need. A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments and ask that you give us a call when you are unable to keep your appointment. As a courtesy, we provide reminder texts and/or emails 1 to 3 days prior to your appointment. We have outlined our missed appointment policies below.

### **Late Arrival Policy:**

We make every effort to be on time for all our appointments. Unfortunately, when even 1 patient arrives late, it can throw off the entire schedule for that day. In addition, rushing or "squeezing in" an appointment can shortchange the patient and contribute to the decreased quality of care. Therefore, a client that arrives 15 minutes or more late to their scheduled appointment will be asked to reschedule. We apologize for any inconvenience this may cause.

### **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 show up for an appointment. If it is necessary to cancel your scheduled appointment, we ask that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care. If it is after hours, please leave a message on the clinics' answering machine or send an email to [osceolavet@centurytel.net](mailto:osceolavet@centurytel.net) or Text 715-602-1664

### **Appointment NO SHOW Policy:**

A "no show" is a client who misses an appointment without notification. 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", we will contact you via phone/email/text to inform you of the missed appointment and remind you of our "no show" policy and asked if you would like to reschedule.

A 2nd occurrence within a year time will result in being required to pre-pay for the exam before being allowed to schedule again.