

COLUMBIA VETERINARY HOSPITAL FINANCIAL POLICIES

Thank you for choosing our office for your pet's veterinary care. Our practice can offer you and your pet state of the art medical and surgical care, assist you in maintaining your pet's wellcare parameters, and provide a variety of ancillary services to you and your pet. Of course, the services that we provide do come with an associated cost. We hope that financial considerations will not be an obstacle to offering the best level of care to your four-legged family member. We are always available to answer your questions or to assist you in any way that we can. The information in this form is to further communicate to you the variety of payment options that we offer to ensure that the cost of care is not a barrier to the quality of care.

For you and your pet's benefit:

- A HealthCare Plan or estimate will be provided prior to the providing of services.
- All of our fees are due and payable at the time that treatment is rendered.
- For pets that are hospitalized, we will request a deposit of at least %50 of the HealthCare Plan at the time of admission.
- We will update you daily on both your pet's clinical condition and the status of your account.
- Payment in full is required at the time of pick up.
- We accept the following forms of payment:
 - Cash ▫ Check ▫ MasterCard ▫ Visa ▫ American Express ▫ Care Credit (ask us for more information if you have not heard of Care Credit)
- We suggest that you purchase pet insurance for all eligible or insurable pets
- We believe in the value of clear communication as well as mutual understanding and respect.
- We believe that our clients would like to know and understand our financial guidelines in advance of their pet's treatment.
- We are happy to discuss the HealthCare Plan and our practice guidelines with you at anytime.
- To be able to offer the level of care and service that we do, we cannot deviate from these outlined policies.

By signing below, you indicate that you understand and agree to these financial guidelines.

Client Signature: _____ Staff Signature: _____