

Hospital Policies

Please read the following policies carefully and ask a member of our team if you have any questions. We appreciate the opportunity to serve you!

1. Operating Hours: our hospital is open **Monday from 8:00am to 7:00pm, Tuesday through Friday from 8:30am to 5:30pm** and the **SECOND Saturday of every month from 9am to 1pm. No staff is present in the hospital overnight.**

Please Note: Saturday hours are reserved for healthy pet visits such as vaccines. Sick pets will be referred to an emergency hospital or charged an additional fee.

2. All pets **must be restrained on a leash or inside a pet carrier** when entering or leaving the clinic. Some of our patients are not friendly towards other pets. This is for the safety of you and your pet.
3. Office visits are seen in the following order: (1) Emergencies (2) Scheduled Appointments (3) Walk-ins. Walk-ins are accepted on a "first-come, first-served" basis within our normal operating hours, if we are unable to fit you in we will refer you a local 24/7 facility for care.
4. Surgeries are scheduled on Mondays, Tuesdays, and Fridays; all patients are scheduled an intake time for the day of surgery and discharge times are scheduled when we call with a post-op update.
5. We are **closed all major holidays** as well as the Friday after Thanksgiving and **December 24th-January 1st.**
6. **After Hours Care/Emergencies** are referred to the **Quartet Veterinary Specialty and Emergency Hospital: Phone 919-545-1001** Address: 6910 Carpenter Fire Station Rd, Cary and **Triangle Veterinary Referral Hospital of Holly Springs: Phone 919-973-5620** Address: 2120 Werrington Drive #201, Holly Springs
7. **Payment is due at the time services are rendered. We do NOT provide billing or payment plans of any kind – NO EXCEPTIONS.** You are responsible for payment in full when your pet is discharged from the hospital. **Please consider obtaining veterinary pet insurance to help cover the cost of an unexpected injury or illness.** We accept **CareCredit** which offers a 6 month no-interest financing option for purchases of \$200 or more (subject to credit approval).
8. We accept cash, CareCredit, debit cards, Visa, MasterCard, and Discover credit cards. **We do not accept personal checks or American Express cards.**
9. We do not authorize faxed prescriptions from outside pharmacies (such as 1800PetMeds). We cannot verify the safety or efficacy of drugs filled by 3rd party pharmacies. We are happy to provide you with a written prescription upon your request for any medication we prescribe. A written prescription can be filled at any pharmacy of your choice. We also offer home delivery of most medications through our online pharmacy portal , Vetsource.

Please sign to indicate you have read, understand, and agree to abide by our hospital policies.

Signature

Printed Name

Date