

Appointment Agreement

We at Alpena Veterinary Clinic are grateful for the opportunity to help care for your pets. To prevent an appointment being forgotten, we provide a call two days before your scheduled appointment. Our relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments and provide knowledgeable, compassionate care for your pet. In return, we ask that you call or email us when you are unable to keep your appointment. In order to care for our community, we are implementing the following plan:

- 1.) Cancellation of an Appointment - In order to be respectful of the medical needs of other patients, please be courteous and call our office at least 24 hours in advance to cancel an appointment. Appointments are in high demand, and your early cancellation will allow another patient to receive the care they need.
- 2.) Late Arrival - We see patients every 15 to 30 minutes and make every effort to be on time for all our appointments. Unfortunately, when even one patient arrives late, it can throw off the entire schedule for that day. If you are running late, we ask that you call to notify us. If you are more than five minutes late it will interfere with our ability to provide comprehensive care for your pet.
- 3.) No Show Appointment - A "no show" is a client who misses an appointment without canceling it. The first time there is a "no show," we will contact you via phone/text/email to inform you of the missed appointment. You will be required to prepay the exam fee to schedule another appointment. A second occurrence will result in no refund of the deposit. If you chose to "no show" three times, we will assume you no longer wish to utilize our care and will stop contacting you.