



WELCOME TO MOBILE VET SQUAD!

We are so pleased that you have chosen us to provide the best medical care for your pets. Please take a moment to read through our practice policies below. We will be happy to answer any questions you may have.

CANCELLATION POLICY

We kindly request 24 hours' notice if you need to reschedule or cancel your appointment. Appointments canceled the same day or with less than 24 hours' notice are subject to a \$65 cancellation fee. For medical or surgical procedures, or procedures requiring the services of a specialist, we require 7 days' notice for rescheduling or cancellation, or a \$200 cancellation fee will apply. For your convenience, we will call, text and/or email you 48 hours before your scheduled appointment as a reminder.

PAYMENT POLICY

Payment is required at the time that services are rendered. For your convenience, we accept all major credit cards (Visa, Mastercard, American Express, Discover) or cash. Sorry, we are unable to accept checks or Care Credit.

ESTIMATES

Please feel free to request an estimate for any charges you may incur during your visit with us. Written estimates will always be provided for surgical procedures.

PARKING

All examinations and treatments are performed on board our state-of-the-art mobile hospital unit (with the exception of in-home euthanasia). Our vehicle is about the size of a large school bus: 26 feet long, 10 feet wide, and 10 feet high. We require a safe, level, flat, and legal place to park at your residence (driveway), or on the street outside your residence. If you reside in an apartment complex, please obtain permission for us to park on the premises from the building manager prior to your appointment.

APPOINTMENT TIMES

Appointment times are given within a 30-minute range. We do our best to arrive within that time frame. However, unexpected traffic or weather conditions, or patients that require a little more time, may delay our arrival time. We will do our best to keep you apprised of any delays, and appreciate your understanding. We will always call you when we are on our way, with an estimated time of arrival. Please allow at least 30 to 60 minutes per pet for the visit. For the initial appointment, we ask that you be present with your pet. For subsequent visits, if you are unable to be present, we ask that you notify us of an adult over the age of 18 that will be present, and that has your authority to make medical decisions.

EMAIL POLICY

We pledge to you that your email address will only be used for private communications between you and our practice. Private communications include appointment reminders, and important messages from our practice. We will never ask you to provide personal information via email, and we will never sell or knowingly release your email address to any company or individual.

COMMUNICATION

If you need to schedule or change an appointment, have a medical question about your pet, or need immediate assistance, we ask that you **call us** during business hours at 914-575-1943. We are on the road caring for our patients during the day, and do not have immediate access to email. Please note that appointments cannot be made, canceled or rescheduled via email, and medical advice cannot be given via email. We ask that email only be used for transfer of medical records. Please be aware that our phone system does not accept text messages.

SAFETY

For the safety of you, your pet, and our staff, please allow our trained staff to handle your pet during the examination. All cats must be placed into a carrier for transport from your home to our mobile unit.

VACCINATION

For the safety of your pet, your family, and our staff, **ALL** dogs and cats must be current on Rabies vaccination.

CELL PHONES

We kindly request that you refrain from using your cell phone during your visit with us.

PREVIOUS MEDICAL RECORDS

In order to ensure as much continuity of care as possible, we ask that you have your pet's previous medical records (including vaccination history, laboratory results, and doctor's notes) forwarded to us via email or fax, prior to your first appointment with us. Please note that some veterinary practices may require a signed release form from you prior to sending medical records.

PET INSURANCE

We do not accept direct payment from insurance companies. However, our staff will be happy to assist you in submitting your claims for reimbursement.

PET SITE

For your convenience, we provide 24-7 secure access to your pet's vaccination and health records through PET SITES. You will receive information within 48 hours of your first appointment with us on how to set up your password-protected login access.

If you have any questions or concerns, we welcome the opportunity to speak with you about them.

Signature

Date