



## **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 at home. 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 home, 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 have a medical question about your pet, need immediate assistance, or need to reschedule your appointment, 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 or text messaging. We ask that email be used for administrative purposes only. \_\_\_\_\_

## **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. You may also schedule appointments through the Pet Site.

## **AFTER-HOURS CARE**

For after-hours emergencies, please contact:

Katonah-Bedford Veterinary Center    OR  
564 N. Bedford Rd.  
Bedford Hills, NY 10507  
914-241-7700

Veterinary Emergency Group  
201 Tarrytown Rd  
White Plains, N 10607  
914-949-8779

In the event of an after-hours emergency, please **do not email us**. After hours, please call the emergency facility directly. Our phone and email systems are not monitored after hours.

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

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Signature

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Date