

Prescription Medication Refill Policy

Wilson Veterinary Hospital's goal is to assist our clients/patients with prescription requests in an efficient and timely manner. Due to the volume of prescription requests, we have created the following guidelines to help meet these goals.

- 1. It is the Client's responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to three (3) business days, so do not wait until your prescription is empty to call.**
- 2. Medication refills will only be addressed during regular business hours (Monday – Friday 8am-6pm).**
- 3. Prescription refills require close monitoring by your veterinarian to ensure its safety and effectiveness. If your pet is past due for annual exam or required blood work/labs your refill request may be denied or your veterinarian may only prescribe the appropriate number of medications to last until your next scheduled appointment.
We prefer that you request any refills at the beginning of your appointment.**
- 4. Clients requesting new prescriptions or antibiotics must be seen for an appointment. They are not prescribed over the phone.**
- 5. Refills can only be authorized on medication prescribed by veterinarians from our office. We will not fill medications prescribed by other veterinarians.
The refill process involves several steps and will be handled quickly as possible. Please be patient through this process. Once your request has been processed and filled, we will call when ready for pick up.**
- 6. Repeat no show or cancellation of your appointment will result in denial of refills.**
- 7. If you have any questions regarding medications, please discuss this during your appointment. If for any reason you feel that your medication needs to be adjusted or changed, please contact us immediately.**

**Please note that we have an online pharmacy link on our website:
wilsonveterinaryhospital.com**

Cancellation/No Show Policy:

An appointment is considered a no-show if:

- The patient does not show for their scheduled appointment (this includes regular appointments, drop-off appointments, and surgical appointments).
- We do not receive a cancellation phone call at least 24 hours before a scheduled appointment.

We understand situations arise in which you must cancel your appointment. It is our policy that you give us 24-hour notice if you must cancel. This will allow us to have sufficient time to contact other clients who are waiting for an earlier appointment time. If an appointment is no showed or cancelled without 24-hour notice, a no-show fee will be applied to your account. This amount of this fee will depend on the type of appointment:

- Regular appointment or drop-off appointment: \$25.00 (per pet scheduled)
- Surgery appointment: \$50.00 (per pet scheduled)

The no-show fee is the sole responsibility of the Client, and the charge must be paid in full before we will schedule the patient's next appointment. We will mail an invoice to the address provided on the date of no-show. If not paid in a timely manner, your account will be forwarded to our collection agency.

*Unavoidable circumstances may cause you to cancel within 24 hours or less. For these situations, the decision will be made by the Practice Manager. If yo feel you have a special circumstance, please call and ask to speak with Practice Manager. Please note: the reception team does not have authorization to remove no-show fees applied to the account.

Collections: If your account is turned over to our collection agency, there will be additional fees applied:

- Interest charge of 18% of outstanding balance.
- Attorney fees, court costs, and collection fees of 33.33% of the outstanding balance.

By signing below, you agree that you have read all of the above information regarding payment, cancellation, and collections policies, and that you are responsible for all costs incurred for the care of your pets.

Signature: _____