



Financial Policy

As a premier regional medical center, WestVet Animal Emergency and Specialty Center is staffed by highly-skilled, board-certified veterinary specialists and veterinarians, as well as highly qualified certified technicians. Our equipment and technology is state-of-the-art and is upgraded as technology advances. Many treatments and procedures are complex and involve the attention of multiple skilled professionals. All of these advantages incur certain costs, over and above routine veterinary care.

We will provide you with an estimate of the cost of care for your pet, to the fullest possible extent. Often, because of the unpredictable nature of some conditions, the course of treatment and outcome, along with costs, cannot be fully predicted. Treatment plans are simply estimates, and charges can be lower or higher than anticipated, especially if there is a sudden or dramatic change in your pet's condition. Before treatment begins, the medical team will provide you with a recommended treatment plan and expense summary. Once you agree to a plan, you will be asked to sign the estimate and make an initial payment.

If the actual services needed exceed the treatment plan, we will make every effort to keep you informed of the additional care and cost during the treatment phase. In some cases, this may not be possible given the patient's condition and need of immediate care. Please share all of your questions and concerns regarding costs with your doctor or nurse before treatment begins. It is important that your medical team have a clear understanding of your wishes before any course of treatment is undertaken.

Please read the following carefully and initial upon reading each section.

_____ WestVet requires that your balance be paid in full at the time of release. We are unable to offer any kind of payment plan or client accounts through our hospital. We accept cash, checks with a valid driver's license, Visa, MasterCard, Discover, American Express, and money orders. WestVet offers financing through Care Credit and Chase Health. With approved credit, these 3rd party finance companies can offer extended payment plans, with little or no interest options to help you pay for the care your pet may need. All new accounts are assessed a one-time set-up charge.

_____ In the event that your pet requires hospitalization, surgery or extensive treatment; we require an initial payment to begin the hospitalization of your pet. For extended hospitalization, you may be required to make additional payments and the account needs to be paid in full at the time of release from the hospital. Feel free to call daily for financial updates or as frequently as desired.

_____ In any case where an account is not paid in full, unpaid balances are subject to finance and billing charges until the account is paid in full. I also understand that every attempt is made to have all charges on the invoice when my pet is discharged. However, if missed charges are found, I understand that I am liable for these charges and will pay said charges within 30 days of the billing date. There is a \$20.00 fee for all returned checks.

If you have any questions or concerns, or would like to apply for financing, please see a Client Care Specialist at the front desk.

I have read the above information and fully understand and will comply with the payment policy of WestVet Animal Emergency and Specialty Center.

Client signature: _____ Date: _____

Witness signature: _____ Date: _____