



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.

Before treatment begins, the medical team will provide you with a recommended treatment plan and expense summary. 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. Once you agree to a plan, you will be asked to sign the estimate and make an initial payment. For extended hospitalization, you may be asked to make additional payments during the course of your pet's stay.

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 for immediate care. Please share all of your questions and concerns regarding costs with your doctor or technician before treatment begins. It is important that your medical team have a clear understanding of your wishes before any course of treatment is undertaken.

WestVet requires that your balance be paid in full at the time of your pet's release. We are unable to offer any kind of payment plan or client credit accounts through our hospital. We accept cash, checks with a valid driver's license, Visa, MasterCard, Discover and American Express. WestVet offers financing through Care Credit and Chase Health. With approved credit, these third-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 Care Credit and Chase Health accounts are assessed a one-time set-up fee. There is a \$20.00 fee for all returned checks.

In any case where an account is not paid in full, unpaid balances are subject to finance charges and monthly billing fees until the account is paid in full. Any account 30 days or more delinquent will be subject to collection action. Every attempt is made to have all charges on the invoice when your pet is discharged. However, if missed charges are found, we will contact you and invoice your account for these in a timely manner. We ask that missed charges be paid in full within 30 days of the original invoice date.

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