



Eastern Oregon Animal Health
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Financial & Scheduling Policy

Thank you for choosing EASTERN OREGON ANIMAL HEALTH. Our primary mission is to deliver the best and most comprehensive veterinary care available for your pet or livestock. An important part of the mission is making the most optimal care as easy and manageable for our clients as possible by offering several payment options. EASTERN OREGON ANIMAL HEALTH requires payment in full at the end of your pet or livestock's examination and/or at the time of discharge.

Payment Options:

Cash, Check, Visa, MasterCard, Discover Card, American Express, or Care Credit

Deposit & Billing:

For some treatments or hospitalization care, a deposit is required. Healthcare plans requiring comprehensive care of more than \$500 will require a 50% deposit to begin your pet or livestock's treatment. We may offer in-house payment options on a case-by-case basis. We charge 2% interest on all outstanding account balances older than 30 days. If you have an account 90 days past due have an account we are unable to collect in house EASTERN OREGON ANIMAL HEALTH may relinquish your balance owed to a collection agency.

Additional Policy Information:

ALL returned checks will automatically be charged a \$35 NSF fee. For clients with pet insurance, we are happy to provide you with the necessary documentation to submit a claim to your insurance carrier.

If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your animal.

Scheduling Policy:

Confirmation texts will be sent at time appointment is made and again the night before the appointment. We will attempt to call the day before the scheduled appointment time to make sure you are still confirmed for that appointment. We recommend all clients, especially new clients, arrive at least 15 minutes before their scheduled appointment time to fill out new client paperwork. We understand that emergencies come up, but we kindly ask that you give 24 hours' notice if you will not be able to make your scheduled appointment and need to reschedule if possible.

Missed or Late Appointments: If you miss your appointment, are more than 10 minutes late, or cancel with less than 24 hours' notice you will be charged a \$50 cancellation fee for appointments and a \$100 cancellation fee for surgeries.

By signing below, you agree to the foregoing terms of payment and scheduling.

Client/Owner Signature _____ Date: _____

Client/Owner Name _____

Animal Name _____ Breed _____