

## **Missed Appointment Policy for Sirius Veterinary Orthopedic Center**

Our goal is to provide quality veterinary surgical care to all referred patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our team, but our other patients as well. Please be aware of our policy regarding late or missed appointments.

*A cancellation is considered late when ANY appointment is cancelled less than 24 hours before the appointed time. A no show is when a patient misses an appointment without cancelling.*

### **Appointment late arrivals (15 minutes or more) or Cancellation**

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow pet-parents, please call Sirius Vet as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

A late arrival of 15 minutes or more for any appointment and will need to be rescheduled. Our staff will do their best to reschedule you as soon as possible.

### **Late Cancellations/No Shows for Consultations**

A no show or late cancellation, should it need to be rescheduled, will require prepayment for the appointment. A non-refundable prepayment and all completed registration forms are required to reschedule an appointment and the prepayment will be forfeited should a second no show or late cancellation occur.

A third no show or late cancellation will result in refusal of service at Sirius Vet. Your family veterinarian will be notified and will need to refer you to a different surgical veterinary facility.

### **Late Cancellations/No Shows for Rechecks**

A no show or late cancellation for any type of recheck, should it need to be rescheduled, will incur a \$50 rescheduling service charge.

A second no show or late cancellation for any recheck appointment will result in the forfeit of the prepaid recheck fee.

### **Late Cancellations/No Shows for Surgery**

A no show or late cancellation for surgery will incur a 5% service charge. The fee will be calculated from the low end of the surgical estimate and will be deducted from the paid surgical deposit before a refund is issued.

Should you wish to reschedule the surgery, the 5% service charge will be calculated from the total costs of services and will be added to the finalized invoice.

**How to Cancel Your Appointment** If you need to cancel or reschedule your appointment, please call us at 402-934-1332 or email us at [info@siriusvet.com](mailto:info@siriusvet.com) between the hours of 8am-5pm. We will return your call or email as soon as possible.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_