

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 missed appointments.

Appointment 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.

Late Cancellations/No Shows for Consultations or Rechecks

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

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 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 between the hours of 8am-5pm. We will return your call or email as soon as possible.

Client Signature: _____ Date: _____