



# Westside Animal Hospital

Effective August 1, 2022:

At Westside Animal Hospital, we strive to render excellent veterinary care to all our patients. In an attempt to be consistent with this, we have implemented an appointment policy. This policy allows us to see patients promptly. When an appointment is scheduled for your pet, the time has been set aside for you so that our staff can be fully dedicated to you and your pet. When that appointment is missed, that time can not be used to treat another patient. We understand there are times when you miss an appointment due to emergencies or other obligations. However, when you do not call to cancel an appointment, you may be preventing another patient from receiving much-needed treatment.

Please be sure to update your email, phone number (for calls and/or texting), and other vital contact information at the time of scheduling your appointment. Westside Animal Hospital is not responsible for missed appointments due to invalid contact information. We attempt to confirm every appointment 48 hours in advance. We require that you notify our office at least 24 hours before your appointment to reschedule or cancel your pet's appointment. If you fail to arrive for your scheduled appointment or you do not cancel your pet's appointment at least 24 hours in advance, this will be recorded in our medical record as a "failed appointment". After three missed appointments in a calendar year, you will be asked to pay a deposit for scheduling another appointment which will be applied toward that visit. The deposit will not be refunded if you cancel your pet's appointment less than 24 hours in advance or do not appear for the scheduled appointment.

Westside Animal Hospital's policy is to require deposits for all surgical appointments. We are currently booking surgical procedures about 8 weeks in advance. The deposit will be \$150 and must be paid 7 days before your pet's scheduled surgery. If the deposit is unpaid, the appointment will be forfeited.

Thank you for your understanding and continued support. Please let us know if you have any questions or concerns.

Sincerely,  
Dr. Purcell and the Pet Caring Team at Westside Animal Hospital