

Appointment Cancellation and No Show Policy

Purpose: To provide timely, high-quality care for all patients and ensure fair access to appointments, PASE has established the following policy regarding missed appointments and late cancellations.

Definitions:

- No-Show: Failing to arrive for a scheduled appointment without prior notice
- Late Cancellation: Canceling or rescheduling an appointment with less than 24 hours notice
- Deposit: An appointment that requires a pre-paid fee to reserve the time slot

Policy Details:

1. Advance Notice Requirement

We kindly request at least 24 hours' notice if you need to cancel or reschedule your pet's appointment. This allows us to offer the time to another patient in need of care.

2. Arrival Time

We will always attempt to accommodate late arrivals. However, clients arriving more than **15 minutes** late may be considered a late cancellation and may need to reschedule, depending on schedule availability.

3. Repeat Offenses

- After one no-show, future visits may require a non-refundable deposit of \$260 at the time of booking
- After two late cancellations, future visits may require a non-refundable deposit of \$260 at the time of booking

4. Special Considerations

We understand that unforeseen circumstances happen. Fees may be waived at the discretion of the Head of Service for the impacted specialty service.

Acknowledgement

By scheduling an appointment, you acknowledge and agree to this policy. Our goal is to provide access to care for all patients, and your cooperation helps us achieve that.

Questions

If you have any questions about this policy, please contact our hospital team. We appreciate your understanding and look forward to serving you and your pets.