

Duck Creek Animal Hospital

Policies and Procedures

Financial Policy: All fees are due on day service is provided: We accept Cash, Visa, MasterCard, American Express, Discover, Care Credit. At this time ,we do not accept checks and do not offer billing options.

Client Initials: _____

Appointment Policy: Failure to cancel a scheduled appointment or kennel reservations without a 24 hour notice will result in a \$25.00 missed appointment charge.

Client Initials: _____

Hospital Hours: (Monday & Wednesday: 8:00 am -6 pm)(Tuesday& Thursday: 8:00 am-7:00 pm) (Friday 8:00 am-5:00 pm) (Saturday 8:00 am-12:00 pm) Closed Sunday. **We are closed from 12:00 pm-1:30 pm daily for patient care and lunch.** We do not offer 24 hour emergency care. After hours care/Emergencies will need to call the Delmarva Emergency center at 302-697-0850.

Client Initials: _____

Prescriptions: There will be a record maintenance fee of \$10.00 for each outside prescription that is not filled in this hospital. This fee needs to be paid before scripts are filled.

Client Initials: _____

Client Signature: _____ Date: _____

Printed Client Name: _____