



Financial Policy

At Owl Creek Veterinary Hospital, we will do our best to ensure the highest quality care for your pet while making sure we stay within your financial budget. We try to provide optimal care through our state of the art laboratory, radiology and surgical equipment, and we use the highest quality veterinary medical supplies on the market. Our personable staff is passionate about what they do, and you can be assured that your pet will receive only the finest care. Because of our high standards for patient care, veterinary medical services can become costly. We accept checks, all major credit cards, debit cards, cash, care credit, and pet insurance.

SURGICAL AND NON-ROUTINE CARE POLICIES:

As with surgical, emergency, and non-routine medical treatments, costs can become a concern for pet owners. We at Owl Creek Veterinary Hospital will do our best to provide you with estimates that can help you anticipate costs for these procedures. However, note that an estimate is not a “set in stone” price, and expenses could be more or less than estimated. Surgeries and dental procedures can be costly to pet owners, especially when unplanned. Because of this, our policy is to collect 50% of the estimated cost of procedure at the time your pet is dropped off. The remainder is to be paid in full at time of pick up.

ROUTINE CARE/ BOARDING/ PUPPY DAY CARE POLICY:

Routine procedures including annual and recheck exams, vaccinations, routine laboratory tests, x-rays, prescriptions, food, retail pet supplies, and boarding must all be paid in full at the time these services are rendered. Puppy Day Care must be either purchased in pre-paid discount packages, or if not prepaid, the balance must be paid by the end of each week. We are unable to carry balances over from week to week for puppy day care.

EMERGENCY CARE POLICY:

We understand that unplanned medical emergencies such as accidents or sudden illnesses do occur and may be difficult to pay for at the time of service. We encourage all clients to have pet health insurance and/or Care Credit in the event an emergency occurs. We work with our clients and their pet insurance company to facilitate a smooth transaction in order to provide the best possible care for our patients.

Client Signature

Date

Client Print

Witness Signature

Date

Witness Print