



Healing Hearts Animal Hospital

280 West 4800 South

Murray, UT 84107

801-281-3900

October 25, 2018

To our Clients,

First of all, allow us to thank you for your patronage of Healing Hearts Animal Hospital over the years. Your satisfaction is very important to us and we hope we have been successful in providing you with excellent customer service, pet care and products.

We never like to write something like this, but it is unfortunately sometimes necessary. Due to the rising costs of products and services, we must also raise our prices. The increases will vary and will take effect December 1<sup>st</sup>, 2018.

The price increases will be minimal, and something we must do continue providing you with the quality you've come to expect. If you have any questions or concerns, don't hesitate to contact us immediately.

Thank you for understanding,

Healing Hearts Animal Hospital Management

## **New Cancellation Policy Effective December 1<sup>st</sup>, 2018**

Our goal is to provide quality medical care for your pet in a timely manner. In order to do so we have had to implement an appointment cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care.

In order to be respectful of medical needs of all patients, please be courteous and call the hospital promptly if you are unable to attend your appointment. This time will be reallocated to someone who is in urgent need of treatment. This is how we can best serve the needs of our patients at Healing Hearts Animal Hospital. As of December 1<sup>st</sup>, 2018 this policy will be strictly enforced.

### **How to Cancel Your Appointment**

If it is necessary to cancel your scheduled appointment we require that you call within 24 hours of your scheduled appointment time.

Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely medical treatment.

To cancel appointments call **801-281-3900**. If you do not reach a receptionist you may leave a detailed message on the voice mail. Cancellations are not accepted through email or text.

### **No Show Policy**

A “no show” is someone who misses an appointment without canceling it with 24 hours advance notice. No-shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to be present at the time of a scheduled appointment will be recorded as a “no show”. If there are two recorded “no shows” a **\$35** fee will be billed to the account. If the “no show” is a scheduled surgery or dental time a **\$50** fee will be billed to the account. Future services may be withheld until this service fee is paid. Three “no shows” and the client will be required to pay for an office visit over the phone with a credit card to schedule.

### **Late Cancellations**

Late cancellations will be considered as a “no show”.

We apologize for any inconvenience this policy may cause you.

Thank You and we appreciate your understanding,

Healing Hearts Animal Hospital Management