

TRINITY ANIMAL HOSPITAL

DATE: _____

OWNER: _____ SPOUSE/OTHER: _____

MAILING ADDRESS: _____ City _____ Zip _____

PHYSICAL ADDRESS: _____ City _____ Zip _____

HOME PHONE: _____ CELL PHONE: _____ EMAIL: _____

EMPLOYER'S NAME: _____ WORK PHONE: _____

SPOUSE/OTHER'S EMPLOYER: _____ WORK PHONE: _____

PET'S NAME: _____ BREED: _____

COLOR: _____ DATE OF BIRTH/AGE: _____

SEX: _____ HAS HE/SHE BEEN NEUTUERED/SPAYED: _____

REASON FOR VISIT: _____

WHERE DID YOU HEAR ABOUT US: _____

Payment policy: Any procedure or service that is deemed elective or is under \$200 must **BE PAID IN FULL THE DAY SERVICES ARE RENDERED**. If a procedure is deemed to be an emergency by the Veterinarian and your total bill is greater than \$200, you will have the option of applying for Care Credit. Any balances unpaid after 30 days will begin accruing interest at a rate of 1.5% per month (18% PER ANNUM). Any balances that go over 60 days without a payment being made will be turned over to collections, and you will not be able to receive services until balance is paid in full.

I agree and hereby consent that I will be responsible for any costs that Trinity Animal Hospital, LLC may incur in collecting overdue amounts from Customer including, but not limited to, reasonable attorneys' fees and court costs. Further, if I reside in Florida, I agree to waive any exemptions that would prevent a wage garnishment.

RETURN CHECK FEE OF \$35 WILL BE ADDED FOR ALL RETURNED CHECKS!!!

OWNER/RESPONSIBLE PARTY SIGNATURE: _____

DRIVER'S LICENSE NUMBER: _____

MY METHOD OF PAYMENT TODAY WILL BE:

CASH _____ CHECK _____ VISA _____ MASTERCARD _____ AMERICAN EXPRESS _____ DISCOVER _____

Trinity Animal Hospital

207 S. 4th Ave

Hartford, AL 36344

334-588-2030

trinityanimalhospital@gmail.com

At Trinity Animal Hospital we strive to maintain the lowest prices on medications and products for our patients. We utilize numerous vendors and sales groups to receive bids for prescription medications and products so that your cost is the lowest possible. Often the cost of these products depends on the time of year or the seasonal specials a particular vendor or drug company is advertising. Our pricing is based on market cost at the time of the purchase and our prices reflect that market. When you purchase a prescription drug from this premise it includes the cost of the doctor's time to prescribe and complete a legal prescription (one that adheres to Federal and State drug enforcement laws) for the desired medication. Your pet's doctors must take time to review your pet's medical history, evaluate all other oral and topical medications and products currently being administered, know long-term complications of the prescription medication, review your pet's current weight for drug dosage, re-evaluate the latest blood work results, print a prescription label, fill and dispense the drug in an approved container, and inventory and stock our pharmacy.

When you request us to write a prescription for medications to be filled by another source, most of the same processes are required for all our doctors and staff. To cover these costs, a prescription/medical records fee of \$8.00 will be charged for each prescription that is written. The fee must be paid when the written prescription is obtained. For your pets continued health and safety, lab work will need to be current prior to completion of a written prescription. It is your responsibility to fill this prescription by presenting it to the supplying pharmacy. We will not be responsible for calling, faxing, or corresponding with the supplier. If you have obtained a written prescription from us and change your mind deciding you would like to fill here, you may bring the written prescription back and we will credit your account in the amount of the prescription fee (no cash refunds will be given).

Owner Release and Waiver of Liability:

I _____ assume full responsibility for any prescription that I am receiving via any other source than Trinity Animal Hospital. I will not hold Trinity Animal Hospital, the doctors, or the staff responsible for any adverse reactions, packaging, efficacy, administration, expired or short date that result from products or medications that were purchased elsewhere.

Client Signature

Date

Trinity Animal Hospital

207 S. 4th Ave

Hartford, AL 36344

334-588-2030

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Dear Valued Client,

At Trinity Animal Hospital we have recently made a variety of changes to better serve you and your pet. Attached is some very important information regarding these changes. Some forms may request a signature; if you could please sign and return them to us at your earliest convenience, we would greatly appreciate it. If you have any questions, please call our office at 334-588-2030.

Office Hours

Monday, Tuesday, Thursday: 8am-12pm, 1pm-5pm

Wednesday: 8am-12pm

Friday: 8am-12pm, 1pm-5pm

Room Policy

We ask that you please stay in your exam room during your visit. To keep from spreading sickness and for others' privacy please do not walk the halls. The doctors and staff need to be able to get to and from without congestion.

Appointments vs Walk-ins

Scheduling an appointment is preferred to decrease your wait time. If you bring your pet without an appointment, you will be charged a \$15 walk-in/work-in fee and will be seen as soon as possible but clients with appointments will be given priority. If your pet is deemed an emergency by the doctor, your pet will of course be seen promptly.

Surgery Scheduling

An appointment is always needed for a surgical visit. We are limited to how many surgeries can be done daily and only perform surgeries on Monday, Tuesday, and Thursday.

A \$25 deposit is required at the time the surgery is scheduled which will be applied to the total bill. If you need to cancel your pet's surgical appointment, please call at least 24 hours in advance and the deposit will be credited to your account. A surgical appointment that has not been canceled within 24 hours will be subjected to a no show fee equivalent to the deposit. Due to the high surgical patient volume, we currently have a wait list. If an appointment is canceled in the appropriate amount of time, we are able to fill that surgery slot with a patient from the wait list.

Cancellations & No-Shows

New clients will be charged \$30 exam fee deposit required at the time the appointment is scheduled which will be applied to the total bill. If you need to cancel your pet's appointment, please call at least 24 hours in advance and the deposit will be credited to your account or a cash refund. An appointment that has not been canceled within 24 hours will be subjected to a no show fee equivalent to the deposit. Due to the high volume of appointments, we currently have a wait list. If an appointment is canceled in the appropriate amount of time, we are able to fill that slot with a patient from the wait list.

Emails, Voicemails, Facebook Messages

All messages will be returned in a timely manner during business hours.

Doctor Questions

Because of the high volume of calls and appointments messages will be given to the doctor and all calls will be returned between 4:30-5pm.

So Dr.Green can spend the appropriate time with each patient he will no longer be able to come to the front to give advice, we will be glad to take a message and he will get back with you in a timely manner.

After Hours Emergencies

We refer emergency patients to Southern Regional Veterinary Emergency Services. Their phone number is 334-699-7787.

Payments

Payment is due at the time of services rendered. We are unable to extend credit. In the case of an emergency, you may apply for Care Credit at Carecredit.com.

Heartworm Prevention Policy

Every patient needs to be on heartworm prevention. However, to receive preventatives, your pet must have a current heartworm test on file. We understand that your pet may have consistently been on heartworm prevention since they were puppies, but a heartworm test every year is necessary to confirm the preventative they take is working properly. If you are unsure if your pet has had a heartworm test in the last year, please call our office.

Baths

Bath prices have increased to \$29.40, but they now include a nail trim and ear cleaning in addition to the bath.

Annual Wellness Exams

Our Annual Wellness Exams now include:

Canine:

Examination, Heartworm Test, Intestinal Parasite Screen, DA2PP Vaccine, Bordetella Vaccine, and Rabies Vaccine when due

Feline:

Examination, Intestinal Parasite Screen, FeLV Vaccine, FVRCP Vaccine, and Rabies Vaccine when due

Annual Blood Work

We now offer annual blood work at a discounted rate when bundled with the Annual Wellness Exams. Annual blood work is recommended on all patients to allow the doctor to determine baseline blood values and allows for early detection of many diseases. If you would like additional information about annual blood work, our staff can provide that for you.

Prescriptions

Our Hospital has a fully stocked pharmacy where you can purchase your pet's prescriptions. If you need to have a filled prescription mailed to you, we will do so but, payment for prescription and postage will need to be paid over the phone before the prescription can be mailed. If you would like a written prescription to be filled elsewhere, a prescription release form is attached.