

EAST WEST VETERINARY CARE CENTER



HOSPITAL POLICIES:

Please read - New Changes effective 9/1/10

APPOINTMENTS:

As you have surely observed, our practice has really grown (Thanks to all our great clients!) and our schedule is generally full.

- In consideration for other clients and staff and in order to provide the best service, please try to arrive at your scheduled appointment time.
- If you are unable to make the appointment that you have scheduled with us, please notify us **at least 24 hours** in advance. This courtesy allows us to schedule other clients who may need to be worked in.
- If you miss your appointment without 24 hours notice given to our office, a non refundable prepayment of \$45.00 will be required to secure future appointments or we will gladly place you in a drop off /fit in position only.
- For your convenience, we attempt a friendly reminder call at least one day in advance. Please make sure that we have your current contact information.

PRESCRIPTIONS:

- Please give us at least 24 hours notification for all prescription refills!
- All Drug Sales Are Final. In the case of items that may be covered by manufacturer warranty,(heartworm meds, flea meds, and topical dermatology products) we do allow for returns if manufacturer approved.
- We will give you a script on request, but WILL NOT deal directly with unauthorized pharmacies.
- If purchasing through internet, it is your responsibility to ensure that the prescription is sent, filled, labeled, shipped, and used correctly. The discount pharmacies have a reputation for poor customer service, and we are unable to oversee their operations.
- For an approved warranty guaranteed internet store, check out our website and visit Vetcentric at:
www.ew.myvetonline.com

MEDICAL RECORDS

- We will e-mail or fax records to you, or your primary veterinarian at no cost with 24 hours advanced notification. However, due to the price increases in office supplies, as of September 1st, 2010, there will be an additional fee of \$1.00 /page for printed copies.