

# Why Are Veterinary Hospitals So Busy Now?

Your pet care is our #1 priority, and we make every attempt to provide the pet care you need. The veterinary industry has seen a surge in pet care needs in the last several years. Here are some of the reasons as to why this is happening nationwide:

- 🐾 An ongoing national shortage of vets and vet techs
- 🐾 More owner/pet interactions while working from home increased health awareness
- 🐾 Increased workload to staff ratio
- 🐾 Less staff availability due to school and daycare changes
- 🐾 Increase in pet ownership

What hasn't changed is our love for animals and what we do, as well as our commitment to providing the highest quality care. Here's what you can do to help:

- 🐾 Understand that while we will always try to find a way to fit in true emergencies, same-day cases often need to be referred to get the best care for your pet when our schedule is full.
- 🐾 Understand that curbside appointments are still being utilized at the owner's request
- 🐾 When you call, our receptionists will be answering calls in the order received. You may be asked to leave a voicemail while our team is helping other clients. Please leave a voicemail and your call will be returned as soon as possible.
- 🐾 Schedule exams, vaccines, and other routine care as far in advance as possible
- 🐾 Please be patient, kind, and courteous to our staff and we will reciprocate the same to you

## Changes to Our Payment Policies

We have had to implement some changes to our scheduling policy to be fair to all clients with pets that need to be seen.

That is why we have decided to implement a **"No Show" Policy**. We understand that things happen and sometimes last-minute cancellations or forgetting an appointment is unavoidable. This "No Show" Policy will give you a grace period of 1 "No Show" on your account and then an examination fee will need to be deposited at the time the next appointment is scheduled. This deposit will be applied at the time of service but forfeited if there is a no show or late cancellation, it will be non-refundable. If you cancel within, at the latest, 12 hours prior to your appointment, the deposit will be refunded to you.

If you need to cancel or reschedule your appointment, our **Cancellation Policy** requires notice via phone call, email, or text at the latest 12 hours prior to your appointment. If we are not open within that time frame, please leave us a voicemail and our opening receptionists will respond to your voicemail. If the cancellation is made less than 12 hours prior, it will be considered a "No Show" on your account.

Lastly, as a reminder for all general hospital visits, **payment is due in full at the time of your pet's visit**. An estimate for services to be performed can be requested at any time. We accept cash, debit, all major credit cards, checks, CareCredit and Scratch pay. We understand that sometimes veterinary care comes with unexpected expenses. For these cases, we can assist you in applying for CareCredit or Scratch Pay. We also highly recommend visiting "Pawlicy Advisor" which is a guide to pet health insurance.

If you have any questions regarding our payment policies or appointment deposits, please reach out to contact us.

Thank you!

***The ITAH pet care team***

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Payment Policy Signature Acknowledgement \_\_\_\_\_ Date (auto-fill)