



NORTHWEST
ANIMAL EYE SPECIALISTS
WE SHARE YOUR VISION.

CONSENT FOR TREATMENT AND HOSPITAL POLICIES

WELCOME TO OUR PRACTICE. We are pleased to have the opportunity to work with you and your pet. We hope that this handout will provide you with information that will be helpful in making an informed decision regarding the services we can provide. It is very important for you to carefully read this agreement and any other handouts that we may provide you so we can discuss any questions you may have.

We love working with animals and we strive to treat your pet, as we would want our pets treated. Our own pets are our children thus we can really relate to how much concern and anxiety you might be feeling about your pet's eye problem. We have an extremely skilled and caring staff that will work with us to take care of you and your pet.

APPOINTMENTS. So that we may devote 100% of our time and energy to you, we do not “double book” appointments as some doctors do to circumvent problems with last-minute cancellations. Your appointment time is held exclusively for you. If you fail to show up for your appointment or cancel at the last minute, there is an open appointment slot when another pet could have been examined. There are many concerned pet owners just like you that are anxious to have their pet evaluated as soon as possible. **If you will not be coming for your appointment, we ask that you give us at least 24 hours notice** so that another client and pet may take your appointment time. You may be charged for the appointment without such notification.

PAYMENT POLICIES AND FEES. The fees you can expect to pay are as follows:

New patient examination: \$412

Recheck examination: \$214

New Patient Urgent Care examination: \$513

After Hour Emergency examination (for current clients only): \$549-654*

We require a 50% deposit before we proceed with emergency surgeries.

*Price dependent upon how many staff members we need to call in in order to care for your pet.

The fees allow for inclusion of the following tests that might be performed as part of the assessment: tear testing, intraocular pressure testing, and fluorescein staining. The examination fee does not include more advanced diagnostic testing, medications, or procedures. Emergency examinations may cost extra. Please ask **BEFORE** the examination if you have questions.

There is only **one** occasion where recheck exams are at no charge and that is the first recheck exam after a surgery. **ALL** other recheck exams (after appointments or surgery) have an associated fee as indicated above.

PAYMENTS FOR SERVICES PROVIDED FOR YOU AND YOUR PET IS EXPECTED AT THE TIME SERVICES ARE RENDERED. Acceptable forms of payment include cash, check, American Express, debit, Discover, Visa, or MasterCard. We do not accept payment plans. For larger invoices, you have the option of applying for financing through Care Credit. It is a third party form of financing that does not have finance charges so long as you pay off the balance within 6 months.

Insured Pets: You are still responsible for payment on your account at the time of service. Insurance reimbursement is between the insurance company and the insured.

Overdue Accounts: Overdue accounts may be turned over to a collection agency, an attorney, and/or small claims court. You will be responsible for attorneys' fees/costs or collection agency fees in the event your account becomes delinquent. Payments returned from your bank due to non-sufficient funds will be subject to a returned check fee of \$40.00 for each item returned.

DAY HOSPITALIZATION. If your pet is left for a procedure, surgery, or examination, we ask that you return for your pet by the time the hospital closes at 5 PM, unless other arrangements have been made. If you have not returned by closing, your pet might be transferred to an emergency hospital for overnight hospitalization and treatments. Should this be necessary, you will be responsible for fees incurred at the emergency hospital.

EMERGENCIES AND HOW TO CONTACT US. We are usually in the hospital between 9 AM and 5 PM Monday through Friday and 9AM to 4PM on some, but not all, Saturdays. However, we cannot take telephone calls if we are in surgery or in with a client. We have a very capable staff that is eager to help you. They can usually take care of your questions or concerns. If not, they will leave us a message and your call will be returned at our earliest availability.

In the event of an after hours emergency, you should call the hospital for instructions on how to reach us. If we cannot be reached immediately and you feel that your pet has an urgent problem, you should call your regular veterinarian or an emergency hospital.

MEDICAL RECORDS

Your pet's medical records are confidential. Information about your pet's eye problems will not be released to third parties without your specific consent. There is one exception. We will fax a copy of the eye examination report to your regular/referring veterinarian unless you voice an objection to us. If for some reason you do not want your vet to see the examination report, please bring it to our attention before the examination. Keep in mind that we try to work as part of a health care team with your regular veterinarian.

INFORMED CONSENT. Your signature below indicates you have read the information in this document, that you understand it, and that you agree to abide by its terms during our professional relationship. If you have any questions, please feel free to discuss them with my staff prior to signing this agreement.

I hereby authorize Dr. Victoria Jones, Dr. Dara Zirolsky, Dr. Karen Brantman, and/or Dr. Jamie Schorling to provide medical care for my pet(s):

Date: _____

_____(Print your name)

_____(Signature)