



FINANCIAL POLICY

We are committed to providing our patients with the best medical and surgical care in veterinary medicine. We strive to maintain competitive prices while offering the newest advancements in veterinary care. This financial policy has been established with these objectives in mind. It is our hope that reviewing this policy will avoid any misunderstanding concerning invoices and payment for veterinary services.

ACCEPTED METHODS OF PAYMENT:

CASH, CHECK, AMERICAN EXPRESS, DISCOVER, MASTERCARD, VISA

CARECREDIT (The financing plan we offer as a dedicated line of credit to cover your animal's veterinary care needs.) CareCredit offers:

- Flexible financing payment plans
- No annual fees or prepayment penalties
- Quick application process in the office or online from home @ www.carecredit.com

Routine Care Policy:

Routine procedures (including annual and re-check exams, vaccinations, routine laboratory tests, x-rays, dispensed medications, and pre-purchase exams) must all be paid in full at the time services are rendered.

Surgical and Non-Routine Care Policies:

With surgical and non-routine medical treatments, costs can become a concern for animal owners. We at Reata Equine Hospital will do our best to provide you with estimates that can help you anticipate costs for these procedures. Although we strive to keep your invoice within the estimate, unforeseen circumstances warranting additional services or testing can cause your invoice to exceed the initial estimate. We will attempt to inform you as soon as possible if the cost will exceed the highest estimate by 25%. Upon admission, we require a 50% deposit of the estimate. The balance is to be paid at the time of discharge. We cannot make exceptions to this policy.

Emergency Care Policy:

Payment is due at the time of service. If patient requires admission to the hospital, a 50% deposit is required of the estimate. Emergency cases for clients with delinquent accounts will be taken only after arrangements for payment IN FULL are made.

Credit Exception Policy: *(This option pertains to established accounts in good standing only; must be approved by management)*

No billing to accounts will be allowed without acceptance of the following terms.

- 1) Full payment is required at the time of service unless a credit/debit authorization form has been submitted & approved.
- 2) Upon acceptance of a credit/debit authorization form, any account with a 30 day balance will receive a courtesy call informing the client that if balance is not paid by 45 days, your card will be charged the full amount due.
- 3) Bills are considered delinquent after 45 days from the date of service.
- 4) A bill over 90 days will terminate any charging privileges by that client indefinitely.
- 5) Reata Equine Hospital, PA reserves the right to accrue a finance charge of up to 18% (per annum) or \$5 minimum on accounts over 60 days.

Insurance

If patient is insured, please inform us upon admission and notify the insurance company. All insured patients still fall under the financial policy of full payment required at the time of service. Please contact your insurance company regarding reimbursement.

Owner/Agent

Date

Printed Name

DOB