



Alta Rancho Pet and Bird Hospital

8677 19th. Street

Alta Loma, CA 91701 (909)-980-3575

Reid Shufer, D.V.M., Kathy Henderson, D.V.M. & Associates



HOSPITAL POLICIES:

Welcome to Alta Rancho Pet & Bird Hospital! Please take a moment to familiarize yourself with our financial and medical policies. If you have any questions regarding these or any of our policies or practices, please feel free to discuss them with our staff.

- ♥ Please feel free to discuss fees in advance of treatment, as **all fees are due and payable at the time of service.**
- ♥ Payment may be either cash, check, ATM/Debit Card, Visa, Discover, American Express, MasterCard.
- ♥ Financing **MAY** be available with approved credit through Care Credit. Inquire with our reception staff for details.
- ♥ A service charge of \$25.00 will be charged for any returned checks. Once a check has been returned to us from the bank, we will not accept further checks for payment for a period of at least one year.
- ♥ A service charge of 1.5% per month will be applied to any outstanding balances.
- ♥ A deposit of at least 50% of the estimated cost of treatment is required for all hospitalized or surgical patients.
- ♥ A deposit of at least 75% is required for all boarders.
- ♥ For their safety and the safety of others, we require that **all pets be on leashes or in carriers.**
- ♥ For the safety of your pet and of all our patients, all boarding and/or hospitalized pets must have proof of current vaccinations **performed by a licensed veterinarian.** If proof is unavailable, we will administer them at admission at our normal fees. If your pet is admitted to our hospital for any reason, and you prefer to not have vaccines administered at that time, we will keep your pet in an isolation room with any other animals who have no proof of vaccines to protect the rest of the pets from diseases. There is an additional fee for the extra care required to keep your pet isolated from the other pets. The reception staff can give you the cost for this service.
- ♥ Due to the size of our hospital, we do not have a staff member on the premises throughout the night. In the majority of cases, this does not pose any undue risk to your pet. In cases where your pet is in need of 24 hour monitoring, we recommend the facilities at the Inland Valley Emergency Pet Clinic in Upland. You may transport your pet there at your request if it is deemed necessary and/or if you prefer such care. Of course, you will be responsible for the fees incurred at the emergency clinic and must arrange payment with them directly.

I, _____ have read the policies put forth above and I understand them fully.
I agree to adhere to these policies as a client of Alta Rancho Pet & Bird Hospital.

Signed: _____

Date: _____