

# Late and No-Show Appointment Policy

Our goal at Coventry Animal Hospital is to provide quality medical care in a compassionate and timely manner. No-shows and late arrivals inconvenience those patients who need access to veterinary care.

A veterinary/client relationship is built on mutual trust and respect. We strive to be on time for your scheduled appointments, and ask that you give us the same courtesy. We ask that you communicate with us ahead of time when you are unable to keep your appointment. This can be done through our electronic reminder emails and texts or by giving us a call.

We would like to inform you of our policy regarding late arrivals and missed appointments.

**Late Arrival Policy:** We make every effort to be on time for all of our appointments. Unfortunately, when even one patient arrives late, it can throw off the entire schedule for that day. In addition, rushing or “squeezing in” an appointment short changes patients and contributes to decreased quality of care. Therefore, a client that arrives 10 minutes or more late to their scheduled appointment may be asked to reschedule.

**Outpatient Appointment No-Show:** A “no-show” outpatient appointment is when a client misses an appointment without giving notice. Failure to be present at the time of a scheduled appointment will prompt the following:

**First incidence:** We understand that life happens. You will receive a reminder email/text to call the next time you will not be able to make your appointment.

**Second incidence:** You will receive a text/email that a missed appointment fee will be charged to your account when you call to reschedule. This amount will need to be paid prior to scheduling/receiving any further services/products. It will be processed for the missed appointment and will not go towards your future invoice.

**Grooming Appointment No-Show:** A “no-show” grooming appointment is when a client misses an appointment without giving notice. Failure to be present at the time of a scheduled appointment will prompt a missed appointment fee which will be charged to your account. This amount will need to be paid prior to scheduling/receiving any further services/products. It will be processed for the missed appointment and will not go towards your future invoice.

**Surgical Services No-Show:** A “no-show” surgical appointment is when a client misses an appointment without giving notice. Failure to be present at the time of a scheduled appointment will prompt a missed appointment fee which will be charged to your account. This amount will need to be paid prior to scheduling/receiving any further services/products. It will be processed for the missed appointment and will not go towards your future invoice.