

WELCOME TO AVENUE ANIMAL HOSPITAL

It is our pleasure that you have chosen to entrust your pet's health to the staff at Avenue Animal Hospital. Whether you are new to us, new to the area, or new to pet ownership, our goal is to provide the best veterinary care for your pet.

It is a goal of ours that we not only focus on the animal but on the pet owner's experience as well. The diagnosis and treatment of animals is a critical part of our job, but we must also thoroughly explain the disease, treatment regimen, and possible outcomes to the owners. We understand your pet is a furry family member, therefore, our recommendations must be appropriate for your pet and reasonable for your family.

Below, you'll discover comprehensive details regarding our contact information, hospital policies, online pharmacy information, and more. We kindly ask that you review these details before your appointment. Should you have any inquiries, please don't hesitate to contact us. We're here to assist you!

Hours of Operations:

Monday, Tuesday, and Thursday: 8 am to 7 pm

Wednesday and Friday: 8 am to 6 pm

Saturday: 8 am to 1 pm

Sunday: Closed

Surgical admission: 7:45 am to 8 am on the day of your pet's surgical procedure. This time will be patient-dependent, as certain patients, due to medical conditions, may need to be admitted later or at a different time during the day.

Daily appointments, medication pick-ups, or sample drop-offs start at 8 am and continue throughout the day until close.

Our last appointment is usually scheduled 30 minutes before closing time.

Be aware that our afternoon and Saturday appointments do fill up the quickest, so it is a very good idea to make appointments for routine care well in advance for those times.

Patients are seen by appointment only.

If you prefer to see a particular veterinarian, please let our staff know at the time of booking.

Contact Information:

Phone Number: (708) 532-3866

Fax Number: (708) 532-9457

Text Message: (708) 532-3866

Website: www.avenueanimal.com

Email: info@avenueanimal.com

On-Line Appointment Bookings:

To book an appointment online, please visit our website or clinic app. Both locations have areas that will direct you to the online booking site.

Appointment Confirmation Policy:

When you schedule an appointment, an email, text, or app reminder will be delivered to you to confirm your scheduled appointment. We ask that you confirm or cancel the appointment either by text, email, or call us within 24 hours of the scheduled appointment time as this will keep your spot reserved.

Confirmation is a **requirement** to retain your scheduled appointment spot. If you do not confirm your appointment, the appointment slot will be given to the next person on the waitlist, and you will have to reschedule for a different date. If you are calling after hours, please leave a detailed message with your information, your pet's information, and the date and time of the appointment that you are confirming or canceling.

Late Policy/Procedure:

At 5 minutes past your confirmed scheduled appointment time, we will send a courtesy text or phone call, informing you that you are late and seeing if you are on your way to the hospital.

At 10 minutes past your confirmed scheduled appointment time, we will send a final text or phone call, informing you that you are 10 minutes late and the appointment is now considered a No Show. Please refer to the No Call No Show policy below.

No Show Policy:

In the event of a missed confirmed appointment or tardiness exceeding 10 minutes for non-surgical appointments, a non-refundable Exam Fee will be incurred and applied to your account. This includes all technician-based appointments. Prior to scheduling another appointment, this fee must be settled.

If you do not show up for your confirmed surgical scheduled appointment, there will be a \$150.00 non-refundable fee on your account that will need to be paid before scheduling another appointment.

Appointments and Surgeries:

We strive to keep to our schedule as best as we can, while allowing for ample time and attention that is needed for each pet. Therefore, we expect our clients to arrive for their scheduled appointment on time.

Out of respect for all parties involved, we request that if something unexpected happens and you are running behind, please call the clinic and let us know. Depending on our existing schedule, your doctor will determine if we will still be able to see your pet if we need to reschedule the appointment. This will all depend on how late you may arrive for the appointment.

Payment Policy:

All payments are due at the time of services. Please make sure to discuss any type of financial concerns **PRIOR** to services and treatments.

We accept all major credit/debit cards, checks, and/or cash.

We also offer Care Credit and Scratch Pay financing to help make the highest quality care accessible to all our patients.

Additional Services:

We are an *appointment only*, general practice clinic but if your pet requires to be seen in emergency (during business hours) and **if we can accommodate**, we do have 2 different options:

1. Urgent Care: this type of appointment is for clients who call in and need their pet to be seen immediately. There is an Urgent Care Exam Fee.

Emergency Appointment: this type of appointment is for clients who come in without an appointment and need to have their pet seen immediately. If we can accommodate this, there will be an Emergency Exam Fee. There is a chance that we refer your pet to a local emergency clinic for treatment.

On-Line Pharmacy:

While our clinic does offer a wide range of medication in our in-clinic pharmacy, there are certain medications that we do not stock. We do work with a trusted online pharmacy that stocks all your pets' medications, preventions, and food that you can have delivered straight to your house. The online pharmacy allows you to set up auto-shipment so that you should never run short on your pets' crucial medications. Visit the online pharmacy that we are associated with and support at <https://shop.avenueanimal.com>

By using our in-house or the above online pharmacy, we can back the manufacturers' guarantees. By using a third-party pharmacy, we cannot back the manufacturers' guarantees internally at the clinic level.

Clinic App:

Please download our clinic app via the Apple Store or Google Play. It is listed under the name **PetDesk**. While registering for your account, please utilize the exact email address that was provided to the front desk at the clinic, as this is the way that our clinic system communicates with the clinic app. Via the app, you can view your pet's vaccination records and send the records to groomers, daycares, etc., you can request medication refills, email us, shop the online pharmacy, receive special clinic notifications about upcoming clinic hours, along with several other features.

Thank you for entrusting Avenue Animal Hospital with the care of your family companion. Hopefully, this welcoming letter provides you with plenty of information about our clinic. If there are any further questions that we can address, please reach out to the clinic directly.

Best Regards,

Your Veterinary Care Team

at

Avenue Animal Hospital