

Appointment Policy

At Central West End Veterinary Hospital, we are dedicated to providing prompt and attentive care to our patients. To ensure the efficiency of our services and respect the time of all clients and pets, we have established the following appointment policies.

Appointment Scheduling and Cancellations:

- **Deposits and Cancellations:** We require deposits for all appointments after a client has had more than two cancellations with less than 24 hours' notice or two no-show appointments. If an appointment is cancelled or rescheduled with less than 24 hours' notice, the deposit will be forfeited.
- **Scheduling Appointments:** We primarily see our clients and patients by appointment to allow ample time for all patients and scheduled surgical procedures. Although we can occasionally accommodate walk-ins there is no guarantee, scheduling an appointment in advance is highly recommended.
- **Emergency and Urgent Care:** Emergency cases receive top priority. In case of an emergency during our operational hours, we will do our utmost to see your pet as quickly as possible. For situations where we are unable to provide immediate care, we will direct you to nearby emergency hospitals and ensure they receive your pet's medical records.

Appointment Procedures:

- **Patient Arrival:** For the safety and comfort of all our clients and patients, we ask that all cats are in a carrier and that all dogs are on a leash, preferably not a retractable leash as they do not offer enough control and can easily break, tear, or fray. If you are in need of a carrier or leash for your visit, please let us know as we have plenty available.
- **Appointment Timeliness:** Given the unpredictable nature of emergencies and the potential for complications in scheduled appointments, there may be times when appointments run slightly behind schedule. We appreciate your understanding and patience during these instances.
- **Drop-Off Appointments:** For established clients, we offer the convenience of 'drop-off' appointments. This allows you to bring your pet at a time that suits you in the morning, leaving them in our care for examination as time permits. This option is especially useful for busy schedules or when an issue arises that may not require immediate emergency attention but should be addressed promptly.

Expectations for Drop-Off Appointments:

- Upon dropping off your pet, you may be asked to fill out a form providing basic history and details about your pet's condition.
- Our veterinarians will examine your pet between scheduled appointments or during times reserved for admitted patients.
- After the examination, the veterinarian will contact you to discuss the diagnosis, treatment options, and provide discharge instructions.
- Please know that we will administer flea treatment to any hospitalized patient or for drop-off appointments that are found to have an active flea infestation.

We aim to make every visit to Central West End Veterinary Hospital as smooth and stress-free as possible for both you and your pet. Adhering to our appointment policy helps us maintain a high standard of care and service.