



Payment Policy

The philosophy of our hospital is to provide the best possible care to our clients and patients. Our pet care facility receives no support from charitable organizations or the government. Only if we receive prompt payment for our services and products can we maintain the well-equipped, staffed, and stocked facility that our patients deserve. Thus, the following is the financial policy of this business: We do not bill clients. Payment is required, in full, at the time of service.

- We accept cash, checks dated for the same day of services, MasterCard, Visa, Discover, American Express, and Care Credit.
- A deposit of 50% of the estimated treatment plan is required at the time of all in-patient admissions unless stated otherwise.
- Returned checks will be electronically redeposited: a service charge of \$30.00 will be collected in the same manner and a \$12.00 charge will be billed by Bloomsburg Veterinary Hospital.
- Any unpaid balance will be charged a monthly billing fee and a monthly 1.8% finance charge for any balance over 30 days.
- All unpaid balances will be subject to a \$4.00 billing charge.
- No additional services may be charged to any accounts with outstanding balances past 30 days. All fees for such services or products **MUST** be paid at the time of services.
- Any delinquent accounts deemed non-collectible will be sent to a collection agency or attorney for recovery of the balance owed plus reasonable collection and/or court costs, attorney's fees, interest and/or billing fees.

Appointment Policy

Missed Appointments

When you schedule an appointment with us, we are reserving time with a doctor for you and your pet. We understand that you may need to reschedule appointments due to unforeseen circumstances. Missed appointments, or “no-shows,” delay necessary medical care for patients. If you need to cancel or reschedule an appointment, please call, text, or email us as soon as possible.

Clients that have two or more missed appointments in one year will be required to pay a reservation fee (equal to the exam fee) when scheduling future appointments. This is a pre-payment of the doctor's exam fee. This reservation fee is non-refundable if the appointment is missed or rescheduled/cancelled with less than one business day notice prior to the appointment.

New Client Appointments

New clients will be asked to pay a reservation fee (equal to the exam fee) when scheduling appointments for the first time. This reservation fee is non-refundable if the appointment is missed or rescheduled/cancelled with less than one business day notice prior to the appointment. Clients that have not visited BVH within the past three years are considered new clients.

Late Arrivals

Please note: if you arrive late to your appointment, you may be asked to reschedule.