



# Best Friends Animal Clinic

## Patient Information

Pet's name \_\_\_\_\_ Birth date (age) \_\_\_\_\_  
Dog Cat Reptile Other \_\_\_\_\_ Breed \_\_\_\_\_  
Color \_\_\_\_\_ Special Markings \_\_\_\_\_  
Male Neutered Male Female Spayed Female  
Rabies Tag# \_\_\_\_\_ Microchip # \_\_\_\_\_

My pet has the following current conditions, allergies, or issues:

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## Client Information

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Birthday \_\_\_\_\_  
Address \_\_\_\_\_ Apt/Lot: \_\_\_\_\_ Spouse \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_  
Phone \_\_\_\_\_ Phone \_\_\_\_\_  
Email \_\_\_\_\_ DL# \_\_\_\_\_

I prefer to be contacted by: Phone Email Text message Mail

I was referred to this clinic by: Your Sign Phonebook Natural Awakenings

Facebook Google Yelp Other Internet: \_\_\_\_\_ OKC Pets Magazine

My friend: \_\_\_\_\_

I certify this information is true to the best of my knowledge:

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PLEASE TURN OVER FOR IMPORTANT POLICIES

## MISSED APPOINTMENT POLICY

We try to provide quality veterinary care in a timely manner. No show and canceled appointments inconvenience those who need access to veterinary care. We do, however, understand that circumstances arise that are out of our control, so in order to be respectful we have implemented the following policy on missed appointments.

**Cancellation of an appointment policy:** Please give us at least a 24-hour notice, so that we can arrange for someone else who needs veterinary care to be accommodated. If it is necessary to cancel your appointment in less than 24 hours, we would appreciate a call as soon as possible. Again, we understand that issues arise, however repeated (more than 2) last minute cancellations will be charged an appointment fee of \$45.

**No show appointment policy:** A "No Show" is a client that misses an appointment without the courtesy of a cancellation call. The 1st time there is a "no show" on the records there will be no charge to the client. A 2nd "no show" will be charged an appointment fee of \$45. A 3rd "no show" will be charged an appointment fee of \$45 and may be discharged as a client.

**Surgery appointment no show:** A surgery or sedated procedure "no show" is a client that misses a scheduled sedated procedure without the courtesy of a cancellation call. The 1st time there is a "no show" for a scheduled sedated procedure there will be an appointment fee charged of \$45, the surgery may be rescheduled after the fee is paid. The 2nd time there is a "no show" for a scheduled sedated procedure, a \$100 fee will be charged, the surgery will not be rescheduled, and may be discharged as a client.

### Payment Options

Payment is due at time of services rendered. We accept cash, check (with an identification), Visa, Mastercard, Discover, American Express, CareCredit and ScratchPay. Information for application on the later 2 are available upon request.

### Leashes and Carriers

For the safety of all animals we request that your animal be either on a leash or in a carrier. Our office is located on a busy street and we would be devastated if your pet escaped due to any unforeseen circumstances and were injured or killed.

### Contagious Disease

If your pet has been exposed to any contagious disease, including but not limited to Parvovirus, Distemper, Kennel Cough and is showing symptoms of the disease, we ask that you keep your pet in your vehicle, inform us that you have arrived and we will direct you further.

### Emergencies

We do handle emergencies for current clients. When an emergency occurs we hope that you will have patience with us as we may need to adjust appointment or wait times, as a critical patient will need to take priority. We want to assure you that if your pet was critically ill or injured, their care would be a priority.

**I understand these policies and will do my best abide by them**

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Signature

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Date