



## PAYMENT POLICY

At Concord Pike Veterinary Hospital, we believe in clear communication, mutual understanding, and respect. Thus we feel that as a valued client, you will appreciate knowing in advance what our payment policies are. If you have any questions, please do not hesitate to ask.

### ***Fee Estimates***

Following an examination of your animal, the veterinarian in charge will develop a diagnostic and treatment plan for your pet. We are happy to provide an estimate for these services at your request. This fee estimate will reflect only the initial diagnostic and treatment plan and may change, based on your treatment decisions. While we make every attempt to work within the agreed upon estimate, the cost may alter depending on the specific needs of your pet.

### ***Payment***

Payment is required at the time of service. If your animal is hospitalized, payment is due when your animal is discharged. If your pet is hospitalized, a doctor or technician will update you daily on the progress of your pet and any additional treatment that is needed.

***Treatment of your animal is determined by your decisions, with consideration of your own financial resources. You have the right to decline any or all treatment suggested for your animal.***

If payment is not received in full at the time your pet is discharged, you will be charged an interest rate of 1.5% every 30 days on the existing balance. After 3 months, delinquent accounts will be reported to a collection agency. You will be responsible for the 35% collection fee as well as any other costs we incur in such collection efforts. These fees will be added at the time the account is sent to collection. Any accounts sent to collections will be closed, and no further service will be provided by CPVH.

We accept cash, personal check, MasterCard, Visa, and Discover cards.

Also available at Concord Pike Veterinary Hospital: **CareCredit®**

- No Interest and Extended Payment Plans for Qualified Candidates
- Includes preventive, emergency, and surgical treatment
- Benefit from low minimum monthly payments
- Finance up to 100% of the treatment cost and choose from several payment plans
- Learn more at [www.carecredit.com](http://www.carecredit.com)

### ***Insurance***

If your animal is insured, please bring with you any forms that require a veterinarian signature. As the owner, you are responsible for payment to Concord Pike Veterinary Hospital for costs incurred and the insurance company will reimburse you based on your agreement with them.

### ***To Receive Updates on Costs***

A dedicated team of people will be working with you and your animal during your visit to our hospital. To receive an updated bill of your animal's treatment and services during the treatment process, please contact one of these team members by calling our clinic at (610)459-4818.

