



Bend Equine Medical Center and Small Animal Division

Welcome to Bend Equine Medical Center and Small Animal Division! To help familiarize you with our practice, we have outlined our policies below. When you have finished reading our policies, fill out the enclosed **Policy Check List, Authorization/Consent for Treatment form** (one per horse) and a **Veterinary Service Agreement form**. These can be mailed, faxed, or scanned and emailed to our office. You can also access some of these forms on our website at www.bendequine.com under "forms". We cannot perform any services without this information. If you have questions please call the office at (541) 388-4006.

Office Hours:

The office is open for routine visits from 8 a.m. to 5 p.m. Monday through Friday and 8 a.m. to 12 p.m. on Saturday. After office hours, leave a voicemail which will be promptly returned the next business day. We are available for emergency services 24 hours per day, 365 days per year.

Emergency Services:

If an emergency occurs **during office hours** please call the office at (541) 388-4006 for assistance. Emergency calls are treated with the utmost attention by our office staff and we have two veterinarians on call 24/7 365 days a year. If you have an emergency **after office hours**, please call the office and listen to the recording; you will be prompted to dial 9 to reach the after hours operator. Our on call Doctor will call you back promptly.

Appointments & Scheduling:

All appointments must be made through the office. The office can schedule appointments at a specific time; however, emergencies happen. This will affect the schedule for the rest of the day. The office or veterinarian will update the client with an estimated time of arrival if there will be a delay.

Our veterinarians request that the owner be present for the appointment. If the owner cannot be present we request that an authorized agent be available for the appointment. If no one can be present for the appointment the office must be notified in advance and the appointment will be rescheduled. It is imperative that an owner or agent is present to receive care instructions and/or medications.

Bend Equine Medical Center Trainer/Agent Permission Form:

In an effort to better serve our clients and establish a clear understanding of our clients wishes regarding the medical treatment of their horses while being boarded at a training facility we have developed a permission form to release medical decisions to the designated trainer. The purpose of this form is to ensure that all the doctors and staff at Bend Equine Medical Center have an explicit understanding of the type of relationship the owner of each horse wishes to have with BEMC.

Visiting Hours:

Bend Equine Medical Center and Small Animal Division understands the special relationships that exist between our client owners and their horses. Hospitalized patients may have visitors between 9 a.m. and 3 p.m. on weekdays and between 9 a.m. and 11 a.m. on Saturdays. Thank you for your cooperation.

Cancellations:

We understand that life can alter daily plans. If you need to cancel an appointment, please notify the office at least 24 hours in advance. We appreciate the notice so that a new appointment can be made during that time and/or to provide our veterinarians with a more flexible schedule. If this policy is not followed, a cancellation fee may be applied.

Payments & Billing:

We are committed to providing high quality care and services to our patients and clients. The staff at Bend Equine Medical Center and Small Animal Division are eager to spend time providing these services and insuring that your experience with us is superior. Our policy is **payment is due at the time of service**. A valid credit card on file is required for every client. We accept major credit cards (MasterCard, Visa, American Express, Discover and Care Credit), checks, money order and cash. Credit cards will not be charged without prior authorization, unless the client is enrolled in our automatic payment program (details below).

Please promptly notify the office if there are any changes in payment information, address, phone number, horse location, and horse ownership. We require this information to be up-to-date so we can better serve you and your horse(s).

A deposit will be required on all patients that are hospitalized both during the day, and after hours emergencies. Horses admitted for colic surgery require a \$4,500 deposit prior to procedure. Horses admitted for any other elective or emergency surgery or hospitalization require 1/2 of the estimated cost of the procedure or treatment at the time of admittance, with the remainder due at the time the patients goes home.

Medications picked up in the office must be paid for upon receipt. Special order medications must be paid for at the time of order. For special order medications, simply call the office and our staff will assist you.

Finance charges will be assessed for outstanding balances that are more than 30 days and will accrue interest at \$20.00 or 4% monthly, whichever is greater. Services will be suspended. Services will be reinstated upon full payment of the outstanding balance. Interest charges will not be waived on unpaid balances.

****If an emergency occurs for a client with an outstanding account, we require full payment of the emergency with an additional \$100.00 towards the outstanding balance at the time of emergency.**

Automatic Payment Program:

For the convenience of our clients, we offer an automatic payment program. When clients enroll in our EZ Pay program they authorize us to charge their credit card when services are rendered. We then send the client a receipt of payment. For more details please call the office.

The staff members at Bend Equine Medical Center and Small Animal Division are grateful for the opportunity to serve our clients. We hope that you have read through our policy document and have found it helpful. If you have any questions please call the office and we will gladly assist you.

Thank you for choosing us to provide you and your horse(s) and small animals with exceptional veterinary care.