



Woodington Veterinary Services, PLLC

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Missed Appointment Policy

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed appointments.

A missed appointment is when you fail to show up for an appointment without a phone call, or cancel without at least 24 hour notice.

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments, and ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide a reminder call the day before your appointment. However, you are responsible to remember your appointment. Below, our missed appointment policies are outlined.

Cancellation of an Appointment - In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to a patient in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

How to Cancel Your Appointment - To cancel your appointment, please call 208-939-6406. If you do not reach a receptionist, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your number and we will call you back promptly.

Late Cancellations - A cancellation is considered to be late when the appointment is cancelled without 24 hours advance notice.

Appointment No Show Policy

A "no show" is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded on the patients chart as a "no show." This includes arriving 10 minutes or more after your scheduled appointment time.

The first time there is a "no show" or late cancellation there will be no charge to the client. A 2nd no occurrence will result in you being charged the cost of an office call (\$48). The 3rd occurrence will result in you being charged the cost of an office call (\$48) and the client may be discharged from the practice.

Surgery Appointment No Show Policy

A surgery or anesthetic procedure "no show" is a client who misses a surgery appointment without providing 24 hours of notice of cancellation. The first time this occurs there will be a \$100 charge and the surgery may be rescheduled after this fee is paid. At the second missed surgical appointment, a \$200 fee will be charged and the surgery will not be rescheduled and a client may be discharged from the practice.