



Woodington Veterinary Services, PLLC

Matthew Woodington, DVM

Erin Witt, DVM

Susan Reynolds, DVM

742 E. State St. Eagle ID 83616

208-939-6406

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 for remembering your appointment. Below, our missed appointment policies are outlined.

Cancellation of an Appointment - 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.

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 patient's 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 (\$60). The 3rd occurrence will result in you being charged the cost of an office call (\$60) 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 \$200 charge for the surgery to be rescheduled. At the second missed surgical appointment, the surgery will not be rescheduled, and a client may be discharged from the practice.