

No call/No show for a scheduled appointment

At Savannah's Crossing Veterinary Hospital, we know your time is very valuable. For this reason, we do not see walk-in appointments, and every effort is made to see your pet at the scheduled appointment time and in an efficient manner.

Recently the problem has arisen of owners scheduling appointments, then not showing up for the appointment nor contacting us to cancel the appointment. This means that sick pets that could have been seen are forced to wait for care, while staff and doctors stand idle waiting for appointments that never show.

Because of this issue, if a client does NOT confirm their appointment with us 1-2 days prior to the appointment, we reserve the right to delete your appointment and fill it with another pet. We remind owners via text and phone calls; if our reminder call is never returned and our reminder text receives no response, we reserve the right to cancel your appointment with no further notice.

If an owner does confirm their appointment by phone or text, and then fails to call/cancel or show for the appointment, a cancellation fee for each scheduled appointment will be put on that owner's account. This fee will have to be paid before the owner can schedule any further appointments. We also will not forward your records to another practice if this fee is not settled.

Our goal is not to penalize or punish owners, but to ensure that we can provide the best care and provide care to as many animals and owners as we can. Our hope is that this policy will ensure that owners that take the time to make an appointment will follow through or cancel if they are not able to make it to our office.