

# Information Regarding Our Payment Policy

Thank you for choosing The Ohio State University Veterinary Medical Center's Hospital for Companion Animals. Our mission is to provide the highest quality veterinary medical care for your pet. Because the Veterinary Medical Center is a self-supporting organization, we cannot provide veterinary care to individuals who cannot be financially responsible for our services.

We accept the following forms of payment:

- Discover, MasterCard, Visa, American Express
- Cash
- Checks (with a form of valid identification, for example a driver's license)

## Outpatient Visit

When your pet is treated and released the same day we must collect all costs associated with the visit, including the diagnostic tests, treatment and medication, when your pet is released.

## Emergency Visit

When your pet needs medical attention without delay we will collect an Emergency Fee before our medical staff examines your pet. Payment for diagnostic tests, treatment, and medications is due in full when your pet is released. If extensive medical work is required, we may ask you to make a deposit before the work is started. The balance of the total bill for your pet's treatment (above the amount of your deposit) will be due when your pet is released.

## Inpatient Visit

When we decide that hospitalization is necessary we will need to collect a minimum payment equal to 50 percent of the high end of our estimate for diagnosis and care before your pet is admitted. The balance of the total bill for your pet's treatment (above the amount of your deposit) will be due when your pet is released.

## Additional Financial Information

To the best of our ability, we try to capture all charges for the services rendered and supplies used in the care of your pet prior to the time your pet is released. If there are any charges that do not get added to your account prior to release you will receive an invoice by mail for the outstanding charge(s).

We are unable to offer a comprehensive financing alternative to clients. The only option we can provide is the opportunity to spread one-quarter of the entire bill over a three month payment period (with 18 percent per annum interest charge) if you qualify for credit. The remaining three-quarters of the bill must be paid prior to your pet's discharge. If you would like to complete an application for this finance option, please discuss this with a client services associate at the reception desk.

Additionally, if your pet has received services at our facility prior to this visit, we reserve the right to refuse additional care if your existing account is not at zero balance and may require that your current balance be paid in full before we provide additional service.

If you have any questions regarding our payment policy, please speak with a client services associate at our reception desk.

Thank you for your patronage.