

PATIENT INFORMATION

We welcome you as a patient and appreciate the opportunity to provide you with alternative veterinary health care. We would like you to know about our policies. The more you know the more productive our relationship can be. If you have any questions, please feel free to ask for assistance.

Appointments: *First time clients will be scheduled with Dr. Fisher's Assistant Practitioner for their first 60 minute consult to review diet, environmental and health concerns. She will get your pet started on some supplements, under Dr. Fisher's supervision, to help your pet while waiting for your appointment with Dr. Fisher.

Your first appointment with Dr. Fisher will last 60 minutes with 45 minute follow-up appointments or consultations scheduled every 1-3 months depending on your pet's progress.

A \$95 Deposit is required when your appointment is scheduled and will be applied to your first visit charges. Cost of your first visit can range between \$350-\$475 depending on lab tests, procedures and supplements dispensed. Follow up appointments will be less according to time spent.

When a therapy program is agreed upon the doctor's assistant will set the appointment hours in a future schedule. The treatment program that we use is often **not compatible** with conventional drugs such as antibiotics and corticosteroids. You will be guided in the gradual discontinuance of these medications, if possible. This is necessary so that our methods can take full effect. In addition, if other symptoms appear during treatment (or older, previous conditions return) you will be expected to contact us for appropriate response rather than use drugs that you have used before.

Office Hours: Monday, Tuesday & Thursday 9:00AM - 4:00PM, Wednesday 9:00AM - 1:00PM

Dr. Pamela Fisher's appointments are available Monday, Wednesday and Thursday.

Monday 10:00AM - 4:00PM

Wednesday 10:00AM – 12:00PM

Thursday 10:00AM – 2:00PM

Charges: Our charges include actual veterinarian time spent on the case **including phone and e-mail consultation time**, office visits, consultations (if needed) with your usual veterinarian, evaluation of records, x-rays, laboratory data and case analysis time to develop the treatment plan, prescribe the medicine and monitor the progress. Our charge is based on the time Dr. Pamela Fisher spends on the case, at the rate of \$20.00 for each 5 minutes (in increments of 5 minutes). Emergency Consult Fee is \$40 for 5 minutes (Friday thru Sunday and evenings). Fees are payable at the time services are rendered. We accept cash, checks, credit cards and CareCredit for your convenience (we do not bill).

Cancellations: You are responsible for honoring your appointment time and payment for each session, unless the appointment is cancelled at least 72 hours in advance so that we may schedule another urgent patient. Failure to cancel 72 hours in advance will result in a \$95 charge.

*Thank you for your understanding and cooperation. We appreciate our clients and we look forward to working with you to improve the health of your pet! **Please keep me closely posted on your pet's progress at all times.** My goal is to do my very best to help your animal and increase his/her quality of life.*

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