

# Update Client Contact Form



Welcome Back to NorthPaws Animal Hospital!

We love providing care to your furry and feathered family members! Please confirm your contact information below so that we can continue to provide the best possible care for you and your loved ones.

Name: \_\_\_\_\_ Co-Owner: \_\_\_\_\_

Please circle your preferred pronoun: She He They Per Ze Sie Zie Ey. Pronoun not listed, I prefer \_\_\_\_\_

Please circle co-owner preferred pronoun: She He They Per Ze Sie Zie Ey. Pronoun not listed, I prefer \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Please check if mobile/cell phone:

Primary Phone: \_\_\_\_\_  Secondary Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

How would you prefer to receive reminders for your pets?

Text Message

Email

Post Card

Are you:

Active or retired military?

Senior Citizen? (over the age of 65)

## Financial Responsibility and Payment Terms

I, the undersigned, acknowledge receiving services and certify that I will take financial responsibility. We require **FULL** payment when services are rendered. We accept cash, checks, Mastercard, Visa, Discover, American Express, Care Credit, and Scratch Pay. In the event that payment is not received and my account becomes assigned to a collection agency, I agree to pay a 20% collection fee, interest in the amount of 15%, court costs, and attorney fees, as allowed by law. A \$35 processing fee will be applied for any check that is not able to be processed by the bank.

\_\_\_\_\_  
Signature of Owner or Agent (SEAL)

Date: \_\_\_\_\_

## Photograph Release

I, the undersigned, give consent for the employees of NorthPaws Animal Hospital to take photographs of my pet(s) and release rights to exhibit this work in print and electronic form including social media websites such as Facebook and Instagram.

\_\_\_\_\_  
Signature of Owner or Agent

Date: \_\_\_\_\_

## Payment Terms

We require full payment when services are rendered. Cash and checks are always accepted. A \$35 processing fee will be applied for any check that is not able to be processed by the bank. For your convenience we also accept MasterCard, Visa, Discover, and CareCredit.



## Late and No show Policy

NorthPaws policy for late and no-call/no-show appointments. While we understand that things do come up last minute, lateness or no-shows put unnecessary strain on our schedule and we strive to provide the best possible service to both you and your pets. Our petdesk system is a great resource to you, for keeping track of days/times each patient is scheduled.

For chronic lateness (3 or more times), a deposit of the Doctor exam or technician fee would be required. If you arrive up to 5 minutes late, there will be a late fee (\$30). If you are more than 10 minutes late and able to be seen - we would charge the late fee. If you arrive 10 or more minutes late and the Doctor can't see you - the deposit (exam fee) is forfeited and you would need to pay that again when rescheduling. In the event you call to advise you are running late, it would be at the Doctor's discretion on how they want to proceed. For example - if the Doctor is still able to see you, there would be a late fee. If they are unable to see you, the deposit would be forfeited and need to be re-paid when we re-schedule you. If the appointment is scheduled with a technician, the deposit would still be required.

If there are multiple no show/no call's, we will take a deposit of the exam fee, if you cancel or re-schedule with more than a 24 hour notice, the deposit is refundable. If you cancel or no show with less than a 24 hour notice, the deposit (exam fee) will be non-refundable and have to be paid again when re-scheduling.

For surgery, you would be required to pay the low end of the estimate when booking. If you would need to cancel with more than a 24-hour notice, the deposit would be refunded. If re-scheduled with more than a 24-hour notice, it would be carried over to the re-scheduled appointment. If you no show or cancel the same day, the deposit is forfeited and would need to be paid again when rescheduling. Please let us know if you have any additional questions regarding this policy.

\_\_\_\_\_  
Signature of Owner or Agent (SEAL)

Date: \_\_\_\_\_

\_\_\_\_\_  
Printed Owner or Agent (SEAL)

Date: \_\_\_\_\_