



Double H Veterinary Services, LLC
P.O. Box 153
New Park, Pennsylvania 17352
(717) 382-8705 *no text*
DoubleHVeterinaryServices@gmail.com
www.doublehvet.com

PRACTICE POLICIES & DISCLOSURES

Practice Policies and Disclosures:

- Double H Veterinary Services, LLC is a mobile, in-home veterinary practice that provides wellness and preventative care as well as treatment of minor illness and injury in accordance with current advancements and acceptable and prevailing standards of care in veterinary medicine for dogs and cats.
- The base house call travel fee covers travel within our current service area
 - Additional/Extended travel fees may apply for areas outside of our current service area
 - Please allow a 30 minute window from schedule appointment time to account for any unforeseen travel issues
- Continuous or emergent medical care is NOT currently available. Treatment of major illness and injury, and those involving hospitalization, is not currently available. In the event of a medical emergency please contact your nearest animal emergency hospital.
 - The emergency hospital nearest to 17352 base is: **Mason-Dixon Animal Emergency Hospital, (717) 432-6030, 96 Sofia Drive, Suite 203, Shrewsbury, PA 17361**
 - Double H Veterinary Services, LLC does not currently offer in-house lab work, radiology, ultrasound, or surgical procedures.
- Appointments are made on a scheduled basis based on location and availability and can be made via phone call or email.
- Appointment days and hours may vary depending on availability Monday through Saturday.
 - We are closed on Sundays, all major holidays and some select days throughout the year for state-required continuing education.
 - Availability of services may also be affected by weather and road conditions.
 - Same day, urgent care and after hours appointments are not readily offered. Requests are considered on a case-by-case basis with additional fees at doctors discretion
 - Due to the nature of this practice, it is recommended to be familiar with local emergency and full service clinics in your area as Double H Veterinary Services, LLC may not be available due to the logistics of scheduling a mobile practice
- For safety purposes, Double H Veterinary Services, LLC has a no aggressive pet policy and reserves the right to decline a physical examination and medical care/treatment if a pet displays aggressive behavior including, but not limited to: growling, snarling, lunging or attempting to bite. If the pet is deemed to be aggressive by the Attending Veterinarian, the Client agrees to pay in full, the House Call Travel fee and Physical Examination fee.
 - Double H Veterinary Services, LLC does not accept pets with a history of aggression or in need of sedation for examination, and reserves the right to refuse service at the Attending Veterinarian's discretion.
- Please have your pet readily available and accessible at the time of your house call appointment
 - A bathroom or small enclosure may be needed prior to appointment times for some cats that may want to run and hide. Cat wrangling is not an available service!
 - Please have collars on dogs and a non-retractable leash available if needed
 - We are happy to work outside for dogs in a secured yard depending on the weather conditions
- Double H Veterinary Services, LLC shall protect the privacy of clients, unless the veterinarian(s) are required by law to reveal the confidences or it becomes necessary to reveal the confidences to protect the health and welfare of an individual, the animal or others whose health and welfare may be endangered. Personal information that will be protected includes a client's Social Security Number and sensitive financial information and confidential health information about the client. Veterinary medical records of a client's animals shall be released to the Veterinary Medicine Board or its agents upon demand. Any portion of a veterinary medical record relevant to public health shall be released to public health or law enforcement officials upon demand. Veterinary medical records shall be released to the general public only with the written consent of the client, subpoena or court order.
- Double H Veterinary Services, LLC shall release a summary or a copy of the veterinary medical records of a patient to the client within 3 business days of receipt of the client's written request. A record duplication fee may apply.
- Double H Veterinary Services, LLC follows the CDC's recommendations concerning policies regarding COVID-19, and its variants
- Double H Veterinary Services, LLC is happy to assist you and your pet in a mutually enjoyable and respectful working relationship
- Double H Veterinary Services, LLC reserve the right to refuse service or discontinue service at the veterinarians discretion



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FINANCIAL EXPECTATIONS

Financial Expectations:

- The client/owner shall assume all responsibilities for charges incurred by the care of their pet(s), and understand that these charges will be paid in full at the time services are rendered.
 - The client/owner may also name an emergency contact who may make medical and financial decisions on the owner's behalf up to a designated dollar amount for care and treatment if the owner is not available
 - Financial and medical decisions must be made by a legal adult over the age of 18
- In order to provide the best possible care for your pet, up-front pricing is available for all of our commonly provided services and preventative care products.
 - Please note that prices may be subject to change without notice.
 - At your request we will gladly discuss the cost of individualized products and services and/or prepare a written estimate.
- We currently accept cash, check and all major credit cards for payment.
 - Checks may be made payable to: Double H Veterinary Services, LLC
 - A fee may be charged for any/all returned checks
 - We currently do not accept Care Credit, Scratch Pay, or any other form of payment except those listed above
 - We currently do not offer any payment plans
- New clients may be required to pre-pay an appointment deposit in the entire cost of the house call and physical examination prior to scheduling an appointment.
 - This appointment deposit will be deducted from the invoice total excluding urgent care, after hours, holidays, or additional/extended travel time fees
- Due to the logistics of scheduling for a mobile practice it is extremely difficult to fill last minute cancellations, therefore the following cancellation fees are in place:
 - Same day cancellations are subject to a \$125 cancellation fee
 - 24-hour notice cancellations may be subject to a \$50 cancellation fee
 - No Show/Not Home cancellation fees start at \$125 and up based on location. Any additional prepaid fees such as urgent care, after hours, holiday or additional//extended travel fees will be forfeited
 - Appointment cancellation fees may be waived in the event the client (or household member) has tested Positive for COVID-19 within 24-hour prior to the scheduled appointment