[staff@tidewatervethosp.com](mailto:staff@tidewatervethosp.com)

[www.tidewatervethosp.com](http://www.tidewatervethosp.com)

****

office: 301.884.3231 | fax: 301.884.8157

30079 Three Notch Road | Charlotte Hall | MD 20622

**PAYMENT POLICIES**

Our commitment to deliver the best patient care available to your budget is possible with a partnership of proper planning and prompt payment of your veterinary services. It is our policy that **payment is due IN FULL at the time services are rendered and invoiced,** regardless of the status of any insurance claim(s) or vendor reimbursements.

**Payment Methods**

We strive to make the payment process as convenient as possible by accepting cash, check, Visa, Mastercard, Discover, American Express, PayPal and CareCredit. New clients requesting farm calls must complete required documents and provide credit card information to be kept on file before making an appointment. This credit card will be used to pay the invoice in full, unless a substitute method of payment is provided at the time of service. TVH does not offer in-house financing or monthly billing. Estimates of the veterinary services are available upon request. We encourage our clients to ask questions about the cost and care before or during the time of the appointment.

**Authorization and Auto-Pay**

Effective communication is key to maintaining a good working relationship. Clients must complete and sign a Client Contact form, prior to an appointment, for us to provide services. Only the owner/lessee of the animal(s) may identify, on the Client Contact form, a third-party to make decisions on their behalf. Clients should anticipate authorizing others and providing a payment method in the event of an emergency, or when the client is unable to be present at the time of services. We recommend that all clients fully understand their boarding agreements and keep their credit card information on file. Any changes regarding financial responsibility require submitting an updated Client Contact form.

**Hardships**

We encourage our clients to plan and prepare for hardships; however, we understand that sometimes our doctors need to work with our *established clients in good standing* in handling a difficult medical and financial challenge. Together, the doctors, administrative staff, and the client will create a manageable plan and will be charged $14.95 to set up billing and accrue a finance charge of 1.5% per month or 18% per annum. New accounts or clients not in good standing are not eligible for these administrative services. Another option is to pay the account balance in full at time of service with CareCredit, which offers interest-free credit options. Please apply online at [www.CareCredit.com](http://www.CareCredit.com).

**Past Due Accounts**

By using our services, our clients agree to pay at the time of service. Default is considered the failure to promptly pay the obligation. The client is held responsible to pay the outstanding balance, all costs of collection, attorneys’ fees, and court costs in the event that the account is in default. Returned checks for insufficient funds incur a $40 service charge, which is added to the outstanding balance. We cannot provide services, whether as routine or an emergency, to clients with an account not in good standing.