

Northside Animal Hospital
11475 North Main Street
Jacksonville, FL 32218
904-757-4610



Cornerstone Animal Hospital
10569 Lem Turner Rd
Jacksonville, FL 32218
904-766-3089

Scheduling:

Appointments are very important. Each appointment needs the appropriate length of time for the veterinarian to talk to you, diagnose and treat your pet. We request that you schedule your pets' appointments in advance and never wait until the day of to get in. We cannot guarantee any openings for same day appointments. If you would like to be placed on a same day cancellation list, we will do that for you. A team member will call you 24 to 72 hours prior to your appointment to confirm the date and time. If you have provided an email to us upon becoming a client, you will also receive an email 3 days in advance as a reminder of your appointment. You may reply to it as a confirmation; however you will still be called. You will need to arrive 10 minutes prior to your scheduled appointment to ensure that your appointment starts on time. There are times when appointments take longer and run later than expected due to pets needing additional care, treatment or emergency services. We ask that you understand this and know that we will handle all appointments as fast as we can and in a timely manner. Your time is valuable and we do not wish for you to wait any longer than you must. If you have not arrived at least 5 minutes prior to your appointment time, then a team member will call you to make sure everything is okay and that you are on your way. We understand that delays can happen however we must keep appointments on time. Please call if you have experienced a delay that may cause you to be late to your appointment. **If a client is less than 15 minutes past their scheduled time, we will try to fit them in if time allows with a chance that there is a wait or we can reschedule whichever the client would like to do. If a client is more than 15 minutes past their scheduled time we will have to unfortunately reschedule the appointment to another date and time.**

Any pet that will be left with us for the day, regardless of the services that are provided (except for boarding) must be at the hospital, ready for check in between 8 am and 9 am. Having pets here at the earliest time available allows our team to do the necessary procedures, diagnostics and treatments that you are bringing them in for. This ensures that they have enough time allotted to perform those tasks without running into the start of appointments. We will call at 8:55 am to ensure that you are on your way and have not forgotten these scheduled procedures for your pet. **If you arrive after 9 am then your pets procedure will be reschedule to the first available day and time.** Boarding pets must be checked in no later than 5:30 pm.

Cancellation & No Shows:

We understand that there are times when you must miss an appointment due to emergencies or other obligations. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book. Please call us 24 hours in advance should you already know that you need to cancel or reschedule. This will allow our team to reach out to other clients who are waiting to get in.

To ensure that every client has the same great experience with our hospital and can get the most out of their pets' time with us, we ask that all clients follow our scheduling, cancellation and no show policy. Failure to follow this policy will result in being unable to continue further services with either of our hospitals. Please print and sign your name with the date below, acknowledging this Scheduling, Cancellation and No Show policies of both Northside Animal Hospital (located 11475 North Main Street) and Cornerstone Animal Hospital (10569 Lem Turner Rd).

Thank you for taking the time to read and sign this policy. We greatly appreciate your trust in us to be the veterinarian and team that is taking care of your pets and think of everyone as an extended part of our family.

Print Name

Patient Signature

____/____/____
Date

(For Office Use Only) Client Account: _____