

Thank you for giving Todds Lane Veterinary Hospital the opportunity to care for your pets. Our staff have been selected because they are caring and compassionate. We are dedicated to providing quality care for your pet, while making your time spent with us as pleasant as possible. If, at any time, we fail to live up to your expectations please let us know. We welcome your comments, suggestions, and questions at any time.

We are a full service hospital providing preventive medicine, nutritional counseling, diagnosis, and treatment of illness and injury, surgery, dental care, x-ray facilities, a full service laboratory, and intensive care. We work with the Peninsula Emergency Veterinary Hospital to provide 24-hour emergency care for your pets. Visit our web site at www.toddslanevet.com

Please complete the following:

NAME		SPOUSE'S NAME	
STREE ADDRESS	CITY	STATE	ZIP CODE
HOME PHONE	WORK PHONE	SPOUSE'S WORK PHONE	
CELL PHONE	E-MAIL ADDRESS		
PLACE OF EMPLOYMENT	SPOUSES' PLACE OF EMPLOYMENT		
SOCIAL SECURITY NUMBER	SPOUSE'S SOCIAL SECURTIY NUMBER		
HOW DID YOU FIND OUT ABOUT US? ? STREET SIGN ? PHONE BOOK ? OTHER _____			
IF ANOTHER PERSON RECOMMENDED US PLEASE GIVE US HIS/HER NAME SO WE MAY THANK THEM			

TODDS LANE PAYMENT POLICY

The staff at Todds Lane Veterinary Hospital is devoted to providing you and your pet with the best veterinary care possible. To allow us to focus on this important job and remain effective and efficient, we have adopted the following policy concerning payment for our services:

1. Payment is expected when services are rendered.
2. We accept cash, checks (approved instantly by Check Care), Visa, Master Card, American Express, and Discover Card.
3. We offer billing for unexpected costs through Care Credit. **Care Credit is a separate lending company and clients must qualify and be approved for this credit plan.** Our clients may apply for this credit in our office and will find out if their credit is approved within 15 minutes in most instances. Care Credit offers flexible payment schedules with payments as low as 3% of your monthly balance due with no interest for 90 days. All billing requests and accounting tasks will be handled by Care Credit personnel allowing our staff to focus on treating your pets. Please ask a receptionist how to apply for Care Credit.
4. Longstanding clients with good credit histories may be allowed to bill through the hospital for unexpected costs (50% down payment, full payment within 30 – 90 days, and specific limits on the total balance carried. 25% of the amount due may be added to cover attorney's fees and court costs should it be necessary to take to collections). The receptionist must verify the credit history and have this approved by the office manager prior to the discharge of the pet. Only key staff members may approve credit requests, therefore instant approval for this type of emergency credit is not available at all times.

We are exited to be able to offer this type of flexibility to our clients. We hope this will improve our efficiency, reduce overhead expenses, and help you provide the required care for your pet while remaining within your budget.

I UNDERSTAND THE BILLING POLICY OUTLINES ABOVE

Signature _____

Date _____