



Cardiology Policies

Thank you for choosing Austin Heart Vet for your pet's cardiac needs. To help us provide the best care for your pet and ensure the highest-quality care for ALL patients and families, please read the following:

Cardiology Office Hours: Monday through Friday 9:00 AM to 5:00 PM. Any calls received after 3:00 PM may not be returned until the next business day.

After-hours Emergencies: If you have an urgent concern about your pet's health outside of normal office hours, the Emergency Department of Heart of Texas Veterinary Specialty Center is available to assist you. They **cannot** discuss cardiology test results or authorize refills of medications prescribed by Dr. Meier.

After-hours Pick-Ups: Heart of Texas is open 24/7; medication refilled during office hours may therefore be picked up at your convenience. If you have dropped your pet off with Austin Heart Vet for an appointment or procedure and wish to pick them up after 5 PM, please be aware they will be discharged by the Emergency Department.

Appointments: Appointment confirmations are sent via email and text message 3-5 business days before the appointment date. Unconfirmed appointments will receive a phone call 1-3 days before the appointment date. Failure to respond to at least one of these contact attempts *may result in cancellation or rescheduling of your appointment.*

For new clients, we request that you arrive 15 minutes prior to your scheduled appointment to allow time to complete initial paperwork. **All clients must arrive by their appointment time.** If you are more than 10 minutes late, you may be asked to reschedule your appointment.

We strive to see all patients at their designated appointment time. **Please Note:** Emergencies may be given priority if necessary to stabilize a patient.

Follow-up Appointments: Your Cardiology report provided to you at your pet's appointment will state the recommended timeframe for a recheck appointment with Dr. Meier. Due to an excess of cancellations without prior notice, we no longer schedule appointments more than 6 months in advance. While our office strives to send reminders and contact clients in advance of recommended follow-up care, *the responsibility of scheduling is ultimately yours.* Many non-cardiac follow-up procedures and bloodwork may be performed and interpreted by your primary care veterinarian.

** For diagnostics performed here, results will be directly discussed with you. If you recheck with your veterinarian, we will only discuss questions about test results directly with your veterinarian. **

Cancellations: We require twenty-four (24) hours' notice for all appointment cancellations. You may be subject to a \$50.00 cancellation fee if your appointment is cancelled with less than 24 hours' notice.

Hospitalized Patients: Primary care of hospitalized patients is provided by the Emergency Department. Due to the nature of emergency visits and the need to attend to scheduled cardiology appointments, the cardiologist will evaluate and diagnose your pet, but medical communication and discharge instructions will be via the emergency doctors and staff. We encourage you to call our office during business hours if you have cardiology questions *after your pet is discharged* and to schedule recommended cardiac follow-up care. You can also discuss your pet's condition and cardiology-related questions at subsequent follow-up appointments.

Refills: Twenty-four (24) hours' notice is required for all refills, Monday through Friday, 9:00 AM to 5:00 PM. Any calls received after 3:00 PM may not be returned until the next business day. Refill authorizations will not be made on weekends or holidays.

Insurance: You are responsible for providing the necessary claim forms to our office and for filing your claim with your pet insurance provider. Please notify our staff if you have forms for us to complete.

_____ I have read and agree to abide by the Austin Heart Vet policies explained above.

Client Name: _____ Pet Name: _____

Signature: _____ Date: _____