

## HORIZON EQUINE VETERINARY CLINIC PAYMENT GUIDE

When it comes to equine veterinary care, understanding the basics of appointments, fees, and payments is crucial. This straightforward guide will help you navigate the process, ensuring your horse receives the care it needs without any confusion or hassle.

### Appointments

To allow ample time for all patients, at Horizon Equine we navigate a structured approach to patient care operating by scheduled appointment.

Our Care Coordinators do their best to accommodate schedules which are dynamic and dependent on the many other cases the veterinary team are attending across the lower mainland and beyond.

Scheduling is multi-faceted and highly dependent on veterinarian availability. Our Care Coordinators chart a course through this landscape coordinating an appointment time that works for you amongst an existing schedule.

Reach out to us early to avoid any disappointment in obtaining your preferred date and time. Your patience, cooperation, and understanding are the compass guiding us forward.

When booking appointments, Care Coordinators will provide insight into any advance preparation before the veterinarian's arrival. To secure your appointment, a valid credit card number must be provided.

An appointment includes several components, each of which will vary in the amount of time required to complete based on the conditions being treated and complexity of the case. Fees encompass intake, assessment, treatment, owner education, home care instructions, and the charting of medical records.

### Explore Ways to Save

Collaborate with neighbours, fellow stable boarders, or local equestrian groups to arrange a group call hauling into a single location, allowing you to share costs and split call fees. Not only does this make call fees more budget-friendly, but it also maximizes our capacity to treat multiple horses in a single location visit.



### Helpful Tips to booking Equine Veterinary Appointments

#### Update Your Medical Records:

Confirm that your contact and patient information is current and accurate.

**Specify Horse Location:** Make sure to communicate the exact location of the horse being treated, as it may differ from your own residence or vary from our existing records.

**Gate Code Access:** Ensure we have the current gate code to access the property easily.

#### Check Credit Card Information:

Verify that your credit card details are current to reserve the appointment.

**Discuss Services & Horses:** Clearly discuss the required services or procedures for the horses involved in the appointment.

**Prescriptions & Refills:** If you need prescriptions or refills, please inform the Care Coordinator in advance for a smooth process.

There's no call fee for in-clinic outpatient appointments unless a horse is left for the day, in which case a daily stall fee will apply. Apart from this distinction, these appointments are billed just like ambulatory appointments.

**Don't miss out on saving opportunities** - stay connected registering for our client communications to be the first to know about promotions and discounts on products and services.

### Hospitalization

The veterinarian serves as your main point of contact to discuss and understand both the treatments proposed and relative fees for services, procedures, tests, medications, and supplies. This estimate might change based on decisions that you and your veterinarian make regarding care and treatment, as well as the patient's day-to-day progress.

Our hospitalization policy requires a deposit of 50% of the veterinarian's estimate which will be provided during the admittance process. Payment can be made by cash, Visa, Mastercard, Interac or e-transfer. Full payment of the outstanding balance is required at the time of discharge.

Should you wish to collect your horse over the weekend, you will be asked to settle the bill in full on the Friday prior.

### Fees & Payment Information

At Horizon Equine, we are not just your veterinarian team; we are also horse owners who understand the importance of transparency when it comes to fees for veterinary care and services.

Our established policy dictates full payment upon receipt of the veterinarian's invoice, which is generated by the veterinarian after each appointment. Invoices are electronically delivered to our clients within 48 hours of the appointment.

For your convenience, we offer various payment options, including cash, Visa, Mastercard, Interac, and e-transfer. Our Care Coordinators are here to assist you in the payment process.



### Prepare Your Horse for the Veterinary Visit

Getting ready for the veterinarian's visit involves a little preparation to make the most of your time and ensure the best attentive care for your horse.

**Practice Good Behavior:** Train your horse for common veterinary procedures like picking up feet, accepting neck rubs, chest and barrel touching, tail handling, and mouth examinations.

**Maintain Cleanliness:** Ensure your horse's coat and feet are clean, allowing for a more effective examination and to lessen any possible infection from vaccinations.

**Secure Location:** Have your horse ready for examination in a stall or small pen, haltered and ready for the vet's arrival.

**Safety First:** Keep the area clear of obstructions or tripping hazards to ensure everyone's safety.

**Communication is Key:** The vet is your partner in care for your horse. Don't withhold information - let the vet know of any behavioral issues or quirks that might be important.

**Allergies & Reactions:** Remind the vet of any allergies or historical reactions your horse may have had to vaccinations or treatments.

**Stay Informed:** Don't hesitate to ask questions and take notes to better understand and plan longer-term care for your horse's health.

### Missed Appointments & Cancellations

We acknowledge that unforeseen circumstances can disrupt schedules. As a courtesy to all our clients, we kindly request mutual respect for our scheduling policies.

Your appointment time slot is reserved specifically for you and your horse. Should you need to change or cancel your scheduled appointment, please notify our Care Coordinators at least 24 hours in advance. This notice period allows us to allocate the appointment to another horse in need of treatment.

Our Care Coordinators will collaborate with you to find an alternative appointment time. If you need to reach us outside of business hours, messages can be left or sent via email to [care@horizonequine.ca](mailto:care@horizonequine.ca).

### Late Cancellations

A cancellation is considered late when made without 24-hour advance notice. We understand situations occur outside of our control that might lead to cancellations. However, should the pattern continue, you will be notified that cancellation will result in the full Call Fee will be charged.

### Missed Appointments

A 'no-show' or missed appointment occurs when the client fails to contact the clinic to cancel. This also includes arriving 10 minutes or more late to your scheduled appointment without prior notice. In such situations, rescheduling may be necessary, as our appointments are carefully scheduled to ensure thorough care for each horse. Any pattern of missed appointments will result in the full Call Fee being charged at the next missed appointment.

### Payment Options

To streamline the payment process, we have implemented a secure virtual vault with our credit card merchant services to safeguard your credit card information. Here is what you need to know about our payment options:

**Credit Card:** We gladly accept payments via Visa and MasterCard for your convenience.

**E-transfers:** E-transfers are welcome. If not received within 48-hours, the credit card on file will be charged.

**Cash:** While we do accept cash, please note that we do not carry cash at our office or on our trucks. As we are unable to make change, any overpayment of the balance by cash will be credited to your account to apply to your next appointment.

**Personal Cheques:** Personal cheques are accepted. If not received within 48 hours of receiving your invoice, the card on file will be charged.

**No Payment Plans or Credit:** Regrettably, we do not offer payment plans or financing.

**Supplementary Invoices:** At times, you may receive a supplementary invoice, covering additional lab tests approved by yourself, or charges not included in the initial invoice, such as courier fees. This can occur as there is a delay to receiving statements from our providers. Know that we prioritize accuracy and transparency in billing, and your our satisfaction and understanding are essential to us.

### Clients with Insurance Coverage

For clients with insurance, our payment policy is the same: you are required to pay the invoice in full upon receipt.

The insurance contract is a direct agreement between yourself and your insurance company. To prevent any unforeseen complications when submitting your claim for payment, we strongly recommend discussing your horse's issue with your insurer beforehand to inquire about coverage for the related treatment costs.

For elective cases, it is advisable to confirm coverage before your horse is admitted to our Hospital, ensuring a smooth and well-informed process. Your proactive approach helps to avoid unexpected financial surprises and streamlines the payment process.

### Equine Health. Our Priority. Our Profession. Our Passion

At Horizon Equine, we hold the time of both the veterinary team and our clients in high regard. We are committed to working with you to accommodate your schedule, especially when faced with unexpected situations. Your cooperation is greatly appreciated as we strive to ensure that our services reach all our patients while respecting the time allocated for each appointment.

These policies have been put in place to create an efficient and cost-effective schedule that is considerate of our clients' needs and, above all, attentive to the needs of our patients. It's our way of ensuring that the horizon of equine care remains clear and accessible to all. Thank you for entrusting us with your horse's well-being.



Contact our Equine Care Coordinators:

phone: 604.826.5089    email: [care@horizonequine.ca](mailto:care@horizonequine.ca)

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