

POLICIES & PROCEDURES

PET APPOINTMENTS

The Center operates by appointment for sick and wellness visits. However, we will see Walk-ins and Emergencies. (Fees for these services are higher than our standard office appointment.)

Pets should be restrained by a leash or carrier upon arrival. A loose pet is a danger to themselves and others.

If you must cancel an appointment we ask for 24 hours notice. For surgical appointments we ask for 48 hour cancellation notice. (These appointments are very costly if they are cancelled at the last minute.) A late cancellation fee may be applied to your account for last minute cancellations.

For new puppy and kitten visits we ask that you bring with you any paperwork relating to vaccine history as well as current health issues.

FORMS OF PAYMENT

We take cash or credit cards (MC and VISA.). We do not accept personal checks on the first visit. (However, after we have established a client relationship with you we will accept personal checks.) We also offer [CARECREDIT](#) financing for those times when emergencies arise and you are financially unprepared.

We do offer a 10% senior citizens discount for our senior pet owners 65 and over.

MEDICATION POLICY

We have an extensive pharmacy for dispensing medications for your pets as prescribed by our veterinary staff. We do not offer refunds on any medications after they have been dispensed. This includes flea and tick prevention. When you need refills on medications we ask that you call the office ahead of time and give 24 hours notice if possible.

DISCOUNT CERTIFICATES

We are happy to accept Spay/Neuter Assistance Program (SNAP) certificates, available from the Rhode Island Veterinary Medical Association. These certificates allow those who qualify financially to receive discounts for routine spays and neuters. For further information you can go to the RIVMA website. We also offer a discount certificate when you adopt a pet from one of the local shelters (Cumberland RI or Lincoln RI). These are available at the shelters. We do not accept any other discount certificates.

Abbott Valley Veterinary Center also has gift cards available.

PHONE CALL POLICY

Messages left for our veterinary staff will be returned within 24 hours. If your call is of an emergent nature regarding your pet, a veterinarian will call you back as soon as possible. Please be specific with the receptionist when leaving messages. Phone calls are prioritized according to their urgency. Because we are such a busy practice and because we take great care in providing clients with phone support we may be returning phone calls early in the morning or late in the evening. If you have specific time constraints regarding your availability, we ask that you give this information to the receptionist. We will try to accommodate these restrictions as best as possible.