

Appointment Cancellation Policy

Here at Legacy Animal Hospital our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows, and cancellations inconvenience those individuals who need access to veterinary care. We would like to remind you of our policy regarding missed appointments.

What Qualifies as a Late/Missed appointment?

A missed appointment is when you fail to show up for an appointment without a phone call or cancel without at least 24-hour notice.

A veterinary/client relationship is built on mutual trust and respect. As such, we strive to be on time for your scheduled appointments and ask that you give us the courtesy of a call when you are unable to keep your appointment. As a courtesy, we provide reminder calls the day before your appointment. However, you are responsible to remember your appointment regardless. Below, our updated appointment policies are outlined.

Cancellation of an Appointment

To be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who needs treatment. If it is necessary to cancel your scheduled appointment, we request that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

Late Cancellations

A cancellation is considered late when the appointment is cancelled **without a 24-hour advance notice**.

Appointment No Show Policy

A “no-show” is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient’s chart as a “no-show”.

This includes arriving 15 minutes after your scheduled appointment.

- The first time there is a “no-show” or late cancellation there will be no charge to the client.
- A 2nd occurrence will result in you being an appointment deposit (\$25.00). This charge will be applied to your next scheduled appointment.
- A 3rd occurrence will result in your account being flagged and you will only be able to schedule a drop off appointment, and the client may be discharged from the practice.

How to Cancel Your Appointment

To cancel your appointment, please call (623)505-3100. If you do not reach the receptionist, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call promptly.

Thank you for your understanding as we strive to provide the best medical care for your Furry Friends.

-The Legacy Team