

## After Hours Emergency Policy

Palmetto Animal Hospital does provide after hours emergency care for active clients and reserves the right not to see non-compliant or inactive clients. We see the active clients of Palmetto Animal Hospital on the weekends, holidays and during the week after normal business hours. Unfortunately, we are unable to see clients from other veterinary hospitals in the area.

**\*\*Active Client** = up to date on all vaccines (this includes: kitten series, puppy series, and must have an up to date rabies provided by Palmetto Animal), physical exam, heartworm preventative, etc...and their account must be in good standing. New clients of Palmetto Animal Hospital who are up to date with vaccines from a previous veterinarian may bring a copy for our records. New clients will then be able to utilize our after hours services.

**\*\*Non – compliant** = past due on vaccines and physical exam, etc...and has not been seen in the past 12 months. This is a buffer for the client to become active and up to date on all procedures due and their account is in good standing.

**\*\*Inactive** = has not been seen in over 12 months and is overdue on all procedures or has an overdue account.

**\*\*Good standing accounts** =are those with a zero balance or those that have actively paid on the account thru an approved payment plan.