

# NEW CLIENTS

Welcome to Green Mountain Animal Hospital! We look forward to meeting you both and appreciate you choosing us to care for your pet. Please take a few moments to read the following information to be better prepared for your first visit.

## **Do I Need to Make an Appointment?**

Yes. To best accommodate all our clients and patients, we operate on an appointment-only basis. If you are unable to keep your appointment or need to reschedule, please let us know at least 8 hours in advance. We do our best to see all our patients at their scheduled times, but emergency cases are seen on a priority basis. This may cause a delay in your appointment. We apologize for any inconvenience that this may cause and appreciate your understanding. Please either call us at 802-862-7021 or request an appointment online.

## **What Should I Bring?**

At your first visit to our hospital, please bring your pet on a leash or in a carrier. This is for your pet's safety as well as that of any other pets and people in our waiting area. Let us know if you need a leash or a carrier and we'll be happy to bring something out for you to use.

If your pet has had care at another veterinary office, has had any vaccinations, or has adoption paperwork, please send these records ahead of time or bring them to your first appointment. This will help us be fully prepared for your first visit!

## **What Is Your Payment Policy?**

Green Mountain Animal Hospital requires payment at the time of service. Please ask your veterinary nurse if you would like estimates for your appointment. We accept the following methods of payment for our services:

- Credit Cards \*including American Express\*
- Apple Pay
- Checks
- Cash
- CareCredit
- ScratchPay

If you have pet insurance, please see your policy's protocols for more information on payment and coverage. Typically, the appointment is paid for upfront and then the client is reimbursed by the insurance policy.

If you have any questions, please call us at 802-862-7021 or email us at [reception@greenmountainah.com](mailto:reception@greenmountainah.com).

Thank you and we look forward to meeting you!

Green Mountain Animal Hospital