



Payment Policy and Procedure

updated: 2/2024

Lake County Veterinary Clinics, PLLC is a privately owned facility which receives no support from charitable organizations or the government. Only if we receive prompt payment for our services and products can we maintain the well-equipped, staffed, and stocked facility that our patients deserve and do this for our clients - at affordable prices. **To achieve this goal, the following financial policy has been adopted:**

1. For the benefit of our clients and patients, Lake County Veterinary Clinics (LCVC) provides quality medical, surgical, and dental services and dispenses food, medications, and retail supplies to support these services. **Payments in full for these services and goods are due on the date they are provided.**

- To maintain our ability to offer these services and goods as affordably as possible, full payment is expected for them at the time they are provided.

2. Acceptable means of payment include:

- a. Cash or Checks (This includes checks dated on the day of service but not to be deposited for a maximum of 30 days.)
- b. Visa, MasterCard, Discover and American Express [3% surcharge applied to credit card payments].
- c. Pet Health Insurance Claims.
- d. CareCredit Financial Services.
- e. Scratch pay Patient Financing Services.

3. Payment is due in full on the date the service is provided. If you have financial concerns regarding any care which needs to be performed for your pet, we would be happy to provide an estimate at the time of your appointment.

In the event that your pet needs urgent care or emergency care we will ask you to use one of the five payment options listed above. In addition, the following deposits are required to begin your pet's care:

- If an animal needs urgent care for non-life-threatening conditions, e.g. (severe ear infections, small laceration, severe vomiting), a deposit of \$100 is necessary. Any unused funds will be returned. A held check may also be used by existing clients only. The total bill must be paid in full within 30 days.
- If an animal is in an emergency state and requires immediate care e.g. (severe injury from an accident, urinary blockage, patients who require emergency medical or surgical treatment to survive), care will be provided until the patient is stabilized. Shortly after, an estimate for the remainder of care will be provided. A deposit of \$300 will be necessary before further care is administered. Any unused funds will be returned. A held check may also be used by existing clients only. The total bill must be paid in full within 30 days.

Our goal is to serve you and your pet in every way possible. This includes ensuring your medical team provides the level of care that fits within your budget. It is important that your financial commitment and responsibilities are made clear before treatment begins. In the case of an emergency, your pet will be stabilized before your medical options are presented.

Payment, in full, is required at the time services are rendered. Feel free to ask for an estimate of charges at any time. If your pet is admitted to the hospital, the veterinarian will ask you to leave a deposit. Moreover, the veterinarian and nurse will provide a treatment plan and estimate for these hospitalized patients. **Below discusses additional payment options for clients.**