



## **Policies & Guidelines for Routine & Emergency Care**

The Chicago Equine Medical Center veterinary team prides itself on providing our clients high quality equine medicine. Please keep the following policies and guidelines in mind when requesting veterinary services and procedures. We are committed to building a successful relationship with you and your understanding of our financial policy is an important part of that relationship.

### **Financial Policies**

- All clients must complete a Veterinary Service Agreement and provide a credit card prior to their first appointment. Our Veterinary Service Agreement can be found on our website under the Forms & Policies tab.
- In the event that your horse is hospitalized or has surgery, a deposit is required upon admission and the balance is due at time of patient discharge. If your horse is here longer than a week we will bill you on a weekly basis.
- Payment is due at time of service for your first appointment, all hospital appointments, health certificates, and all medications purchased from our pharmacy.
- For subsequent services, payment in full is required within 20 days for all ambulatory calls and before discharge for all medical center visits. When payment is not received within this time frame the credit card on file will be charged the balance due. If you have a balance past due we cannot provide additional services until the balance is paid in full.
- Chicago Equine accepts cash, checks \*, Visa, MasterCard, Discover, American Express, and Care Credit.  
\*There is a \$30 fee is charged for all returned checks
- For those clients who have equine insurance, payment is due as outlined above. Initiate the claim and have any forms sent to Chicago Equine. The insurance company will reimburse money due for claims directly to the policyholder per the insurance policy set by the insurance company.
- If you are not planning to be present for your horse's appointment, we require that payment be set up before services are provided.
- Chicago Equine offers a secure credit card authorization program. Simply fill out an authorization form and give it to our office staff or secure payments can be made online at: [www.chicagoequine.com](http://www.chicagoequine.com)
- We ask each client to have it as their responsibility to notify our office of any account information changes. (*i.e. address, credit card, Etc.*)

Emergencies do arise and it's best to plan ahead. If your horse has a caregiver or lives at a boarding facility, we suggest that you give that person emergency instructions and our contact information. Please make sure to contact our office with your caregiver's name, phone number, and let us know if they have your permission to request veterinary services on your behalf. If we are unable to reach you for emergency or routine care, they will act as your Authorized Agent. We are unable to treat horses without the consent of their owner or Authorized Agent.

If your horse is hospitalized, you will receive an estimate of the likely cost range (low and high) for at least the first 24 hours of care to help you plan. This is only a preliminary estimate and may change if your horse needs more care or testing. Your doctor can update your estimate daily, if needed. We will work with you to offer treatment options that take cost into consideration. It's important to keep us updated on your current contact information as well as any equine insurance your horse is covered under, so we can provide information to them, if needed.

Please note: Emergency cases will always receive top priority followed by patients with previously scheduled appointments.

*Chicago Equine Medical Center is here for all of your horse's veterinary needs.*

*Please feel free to contact us with any questions you have regarding the health care and well being of you horse.*