



## C A M E R O N V E T E R I N A R Y C L I N I C

Welcome!

Thank you for choosing us at Cameron Veterinary Clinic to help you with your animal care needs. We are a small, independently owned veterinary clinic for dogs, cats, horses and livestock serving Santa Fe, New Mexico and surrounding areas since 2008.

In this letter, we hope to provide you with an understanding of some of our policies and how we operate.

### **Mission Statement:**

Cameron Veterinary Clinic aims to provide high-quality, commonsense veterinary care for our patients and provide answers and solutions for our clients as they seek to raise quality of life by improving their animals' health.

### **Payment Policies:**

Services provided by Cameron Veterinary Clinic will be paid for at time of service.

Medications and supplies will be paid in full at time of receipt.

A credit card must be on file to be billed for field services on the day of the farm call. If you have questions regarding fees, please ask ahead of time.

Payment plans are no longer accepted.

We do accept Care Credit.

Please ask for an estimate of costs of services and medications if one has not been offered to you.

### **No Show appointments:**

We will charge a \$150 fee for all clients who do not show up for their scheduled appointment. Please call us as soon as possible if you know that you will not be able to make your scheduled appointment. Otherwise, this fee will be assessed. New large animal clients will be asked for a credit card to be placed on file at the time they schedule their first appointment. If a new client's appointment is a no-show, they will only be rescheduled at management's discretion and the fee will still apply.

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**Prescriptions:**

We require 48 hours' notice for all prescription refills, both in the clinic and through on-line pharmacies. If you need a prescription refilled in a shorter period of time than this a \$12 fee will be added to the cost of the prescription. Please consider using our online pharmacy to refill long-term medications. This will provide for automatic refills when approved by the doctor and shipping directly to your home. A link to that is located at the "online store" button on our homepage: [cameronveterinaryclinic.com](http://cameronveterinaryclinic.com).

**Long term medication refills:**

Animals who are long-term prescription medications need to be examined by the doctor at least once a year and may need to have blood tests run on a regular schedule to monitor their medications and potential adverse effects. Why?

Medications can have adverse effects on other body systems and we need to know ahead of time that the body is healthy enough for them.

Medications can have adverse effects on kidney or liver function, and gastrointestinal health.

Medications are metabolized and excreted primarily by the liver and kidneys. If one of these organs is not working properly, the medication will not be removed from the body as expected, potentially poisoning the patient.

Medications may be metabolized by the body at different rates the longer they are used. We need to know that the drug is in the patient's body at a safe and useful dose

**House calls:**

We provide house calls (or "farm calls") for livestock patients only, not for dogs and cats. At times, with advance notice, we are able to provide house call euthanasia services for our existing clients and patients. (NOTE: This service has been suspended indefinitely during the COVID-19 pandemic.)

**Emergencies:**

Emergency fees will be assessed on all emergency calls after hours and during business hours. These fees help offset the cost of the answering service, additional doctor and staff time and the cost of rescheduling appointments to accommodate your emergency case.

**Small Animal Emergencies:**

After Hours Emergencies:

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Cameron Veterinary Clinic employs an answering service to field after hours calls and direct them to the appropriate veterinarian on call.

Cameron Veterinary Clinic provides after hours emergency service for existing clients only. We do not have the staff to provide emergency care to the community at large or for other veterinarians. The answering service will ask you for the name of your pet's current veterinarian. Not answering this question will result in your call not being returned. If you are not currently a client of Cameron Veterinary Clinic, your call will not be returned.

After hours emergencies will be triaged over the phone by the doctor on call. The doctor will provide direction to you for continuing care and will make the decision as to whether the case should be seen at our clinic as an emergency or during our next open hours, or referred to the urgent care at Smith Veterinary Hospital or the Veterinary Emergency and Specialty Center in Albuquerque. At times our doctors may not be available and the answering service may refer you directly to or the Veterinary Emergency and Specialty Center in Albuquerque.

#### Office Hours Emergencies:

Emergencies during regular office hours will be triaged by staff and veterinarians and directions for continuing care will be provided as soon as possible. Emergencies will be worked into the existing schedule as quickly as possible. You may experience a wait time. You may be referred to further emergency care at one of the two emergency care centers in Albuquerque. We will do our best to care for your pet and ask for your patience and understanding. Rushing, overbooking and overextending our abilities leads to mistakes and poor quality care for all of our patients.

#### Large Animal Emergencies:

#### After Hours Emergencies:

Cameron Veterinary Clinic employs an answering service to field after hours calls and direct them to the appropriate veterinarian on call.

Large animal emergencies on weeknights and weekends are shared between Drs. Cameron, Otis, Chesen, McCall & Thal. The answering service will ask you for the name of your animal's current veterinarian. Not answering this question will result in your call not being returned. If you are not currently a client of one of the doctors on the emergency call rotation, your call will not be returned.

After hours emergencies will be triaged over the phone by the doctor on call. The doctor will provide direction to you for continuing care and will make the decision

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as to whether the case should be seen as an emergency or during our next open hours, by the doctor on call or by your regular veterinarian.

Cameron Veterinary Clinic does provide farm call mobile service to our clients. However, on emergency, due to case load, travel distance and at the doctor's discretion, you may be directed to haul your animal to one of our clinic facilities. Lack of ability or desire to bring your animal to us is not an acceptable reason for us to come to you. Transportation is the animal owner's responsibility.

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