

Shiloh Veterinary Hospital

Financial Policy

At the Shiloh Veterinary Hospital we strive to provide timely, quality veterinary care for our patients. We can continue to offer such care and maintain a well-equipped, properly staffed facility only if we receive prompt payment for our services and products.

Having a pet is a special privilege, not a right. With that privilege comes the financial responsibility of providing quality preventative & medical care for your pet. With that in mind, please read the following financial policy.

Full payment is due when services are rendered or inventory items are dispensed. We accept Cash, Personal Checks, Care Credit, Visa, MasterCard, and Discover. Writing a check when insufficient funds are available is illegal. A fee of \$35 will be due immediately for all returned checks and the privilege of writing a check will be revoked. Post-deposit checks are not accepted.

If you are unable to pay your bill and request a payment plan, we will process a Care Credit application for you. Care Credit is a medical credit company which provides full payment for veterinary care for eligible clients and accepts monthly payments until the balance is paid in full.

Doctors may require a deposit of up to 50% of an estimate upon admission of a pet for non-routine procedures or surgeries and critical medical cases. This will be decided on an individual basis. The remaining balance will be due the day the pet is discharged.

Our doctors or technicians will provide you with an estimate of charges for surgeries and medical admissions. You may also request an estimate for routine care such as vaccines, heartworm protection and intestinal parasite control before services are rendered. If you are unable to pay for all recommended services and inventory items, the doctor can help you decide which are most important for your pet that day & which can wait until you are able to provide payment.

If you are concerned about your ability to financially care for your pet, we strongly recommend you consider a pet insurance policy. You may also pre-pay our hospital for future pet care. Anytime you pre-pay you will receive an invoice stating how much credit you have on your account.

Thank you for your cooperation.

Dr. Thomas Schaeberle, Dr. Erich Hoffman, Dr. Lisa Wade
Owners of the Shiloh Veterinary Hospital