



**1577 W Deer Crest #110
Meridian, ID 83646
(208) 884-1611
www.ParamountAnimalCare.com**

Hospital Policies

To ensure a pleasant visit to our hospital, please take note of our hospital policies below, and feel free to call or speak with us in person if you have any questions.

Appointment Policy

To allow ample time for all patients and scheduled surgical procedures, we operate primarily by appointment. Clients who arrive 15 or more minutes late for their scheduled appointment will be treated as a walk-in case and will be seen as time permits after the other scheduled clients have been seen.

Emergency cases shall always receive top priority, which is why occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time. As the check-in process for new clients requires slightly more time, we recommend that new clients arrive 15 minutes prior to their scheduled appointment, with previous medical records, to ensure an on-time appointment.

For your convenience, drop-off appointments are available. A 'drop off' means you could bring your pet at the time that works best for you and leave him/her with us for a few hours. Usually we will ask you to drop off sometime in the morning so our doctors can examine the patient in between appointments. You will be asked to fill out a drop off form to provide a brief history of your pet's medical problem as well as any questions or concerns you may have. Once the doctor has examined your pet, he or she will call you to discuss the results as well as diagnostic or treatment recommendations. You may request an estimate for services at the time of drop-off or after the doctor has examined your pet. Please note that we cannot guarantee a specific time that your pet will be ready, as this is affected by both emergency and scheduled appointments. If your pet needs to be ready at a specific time, we encourage you to schedule an appointment for faster service.

Patient Arrival Policy

Although we make every effort to make our patients feel comfortable during visits, they may be a little uneasy about new people, new surroundings and other pets. To protect you and your pet from escape attempts or aggressive

encounters we ask that all animals be restrained on a leash or in pet carriers before entering the waiting room.

Hospitalization Policy

For the safety of all animals in our care, we require that vaccinations be up to date for pets boarding in our hospital. Pets admitted for boarding must also have a current fecal test to ensure that they do not have intestinal parasites. If a pet is admitted to the hospital for boarding without a current fecal sample, we will administer a prophylactic anti-parasite treatment. Any patients admitted to the hospital with external parasites such as fleas or ear mites will be treated appropriately to prevent their spread to other patients in our care.*

*There may be an additional charge if services are rendered to treat parasites present.

If your pet is hospitalized for the treatment of illness or injury, we will communicate with you daily about their progress and provide an updated estimate for their care. You are welcome to visit your pet at any time - please call ahead so we can have a private room ready when you arrive.

Payment Policy

We require full payment at the time that services are rendered. If your pet is admitted to our hospital, we will provide you with an estimate for their care and require a 50% deposit at the time of admission. For your convenience, we accept Visa, MasterCard, American Express, Discover, personal checks, cash, and Care Credit.