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|  | OFFICIAL PROTOCOL |

**FINANCIAL POLICY**

Below is the VHC Financial Policy. Receiving Desk personnel should provide every client with a copy of this policy at time of check-in. See “Credit Policy” for additional information

**Financial Policy**

Please read this financial policy carefully. If you have questions or concerns, please let us know before we provide medical treatment for your animal.

If your animal is seen as an outpatient, the entire bill for today’s services and any prior balance will be due at discharge.

If your animal is admitted as an inpatient, your clinician or a member of our staff will provide you with an estimate of the cost for your animal’s treatment. Please be advised that your final charges will depend on actual services received, which may or may not exceed our estimates. We require a deposit of at least 60% of the high end of the estimate prior to beginning treatment. It is possible that additional expenses could cause your animal’s treatment to exceed the estimate based on our initial examination. We will notify you if the estimate for treatment changes based on your animal’s medical condition. At that time, you will be required to increase your deposit to 60% of the high end of the new estimate. During treatment, outstanding charges may not exceed $3000. We will notify you if increased deposit is required to keep your total indebtedness below $3000. The entire remaining balance will be due at the end of hospitalization.

It is important to note that your statement at discharge may not reflect all charges incurred. After all charges are posted you may receive an additional invoice in the mail. This usually occurs in approximately 7 to 10 days.

As a state institution, we are responsible to gather accurate information on our activities. This includes accurate client name, address, and social security number. Please help us by providing this information including informing us of any corrections that need to be made.

We accept cash, personal checks and most credit cards (American Express, MasterCard, Visa & Discover). Please notify us before we provide medical treatment for your animal if you cannot pay your bill in full at discharge so that we can assist you in exploring other clinical or financial options.

Clients occasionally ask us to provide free medical care. The KSU Veterinary Health Center is mostly self-supporting. In order to provide state of the art veterinary care, we must receive payment at the time of service.

We are committed to providing your animal with exceptional medical care. Thank you for choosing the Veterinary Health Center at Kansas State University.