



Appointment Policy

To allow ample time for all patients, we operate primarily by appointment. Emergency cases shall always receive priority, which is why occasional appointment delay is inevitable. Please know that we make a sincere attempt to see each client on time, and ask that you give us a courtesy call when you are unable to make your appointment. Due to the increased number of appointments left vacant due to no-show and late-cancelled appointments, we have had to implement a formal policy regarding this issue.

Appointment Cancellation Policy

We call to confirm your appointment the day prior to the scheduled date. If you are unable to keep your appointment, please call to cancel in advance. While we understand that things come up, we appreciate notice when you are unable to keep an appointment. This allows us to offer that appointment to another patient and helps our doctors and staff efficiently navigate the day. If you require additional reminder calls, please request this from our receptionists; they would be happy to accommodate your request.

How to Cancel

To cancel your appointment, please call 613-392-8900. If you do not reach the receptionist, you may leave a detailed message on our voicemail. If you would like to reschedule, please state this and we will return your call promptly.

Late Arrival Policy

We strive to stay on schedule and we need you to do your part in helping us achieve this goal. Late arriving appointments cause a number of problems including:

- Increased wait time for those who did arrive prior to their appointment time,
- Increased stress for pets who are waiting for their appointment,
- Less time for our doctors to spend with clients and their pets

Late arriving appointments may be asked to reschedule if the veterinarian's schedule cannot accommodate you. Priority is given to patients that arrive on time. If you choose to wait, the wait-time may be considerable and unpredictable. Please arrive at the hospital and be prepared for your appointment to start right at your assigned appointment time.

No-Show Appointment Policy

Clients who miss their appointment without cancelling will be considered a “No-Show”. Missed appointments without notice interfere with our ability to provide service to pets who could have used that time. A failure to be present at the time of a scheduled appointment will be recorded in the patient's file; this includes arriving 15 minutes after your scheduled appointment.

The first and second time there is a “no-show” or late cancellation, there will be no charge to the client. The third occurrence will result in the charge of the cost of an examination and the client may be required to prepay for future appointments.

Prescription Policy

Please allow 24-48 hours for prescription refills and order processing.

Compounded medications and Chinese herbal medications can take up to 7 days to process as they are ordered specifically for the individual patient.

We are required by the College of Veterinarians of Ontario to have a valid “Veterinary-Client-Patient” relationship prior to the prescribing of any medications. Many prescriptions will require your pet to be examined prior to refilling/dispensing; some medications may also require routine bloodwork. This ensures that your pet is improving and provides confirmation that the medication is appropriate for your pet's current condition. Our doctors must also feel comfortable that a prescription is being made in the best interest of your pet's well-being and safety.