



840 S. Cobb St.
Palmer, AK 99645

(907) 746-7387 / FAX (907) 746-7329
www.northstaranimalhospital.com

New Client Registration Form

Name: _____

Spouse/Significant Other: _____

Mailing address: _____

City: _____ Zip: _____

Physical Address: _____

City: _____ Zip: _____

Phone #'s: Home: _____ Work: _____

Cell: _____ Spouse Cell: _____

Drivers License: _____ State: _____

E-mail Address for vaccine reminders: _____

Previous Veterinary Clinic (we will contact for previous medical history) _____

If you were referred by a friend, put their name here so they can receive their referral reward _____

Patient Name: _____ Species: Dog Cat Other _____

Breed: _____ Color: _____

Age: _____ Birth date: _____ Female/Spayed Female Male/Neutered Male

Patient Name: _____ Species: Dog Cat Other _____

Breed: _____ Color: _____

Age: _____ Birth date: _____ Female/Spayed Female Male/Neutered Male

PLEASE READ THE FOLLOWING: I consent to the treatment of my pet(s) by the veterinarians at North Star Animal Hospital. I also agree that the hospital's Veterinarian may prescribe medication, vaccinate, treat, hospitalize, anesthetize and/or perform surgery on my pet(s). I understand that some risks always exist with any treatment and that I am encouraged to discuss any concerns I have about those risks with the Veterinarian before the procedure is initiated. Possible complications of the procedure(s) have been discussed and these include, but not limited to, infection, vaccine reactions, breakdown of the incision and in rare cases death. I understand that the success of the procedure(s) is dependent on many factors and a guarantee of a successful outcome is neither implied nor expressed. In the event that my pet is hospitalized for more than 24 hours and the Veterinarian is unable to reach me, I understand it is my responsibility to call the hospital to inquire as to the medical status of my pet and the fees incurred for medical services up to that day. Payment is due in full at the time of service. **North Star Animal Hospital has a strict no billing policy.** We accept cash, checks, VISA, MasterCard, American Express, Discover and CareCredit. **Deposits are required on all hospital cases and non-elective surgeries.** This deposit will be applied to your total bill. Unpaid account balances that are over 90 days old are considered delinquent and will be referred to Cornerstone Credit Services, LLC or to small claims court. If an animal is here for more than 10 days with no response from you, the animal will be determined abandoned. You are responsible for all fees incurred during their care.

*** I, the owner or authorized agent of the above pet(s), certify that I am eighteen years of age or older***

Signature: _____ Date: _____

No-Show Policy for Appointments and Surgical Procedures

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment.

Definition of a “No-Show”

North Star Animal Hospital defines a “No-show” appointment as any scheduled appointment/surgery in which the patient either:

- Does not arrive to the appointment
- Cancels with less than 24 hours’ notice
- Arrives more than 10 minutes late.

Impact of a “No-Show”

“No-show” appointments have a significant negative impact on our practice and the care we provide to our patients. When a patient “no-shows” a scheduled appointment it:

- Potentially jeopardizes the health of the “no-showing” patient
- Is unfair (and frustrating) to other patients that would have taken the appointment slot

How to Avoid Getting a “No-Show”

1. **Give 24 hours’** notice to cancel appointment. When you need to cancel or reschedule an appointment, we require you to contact our office no later than 24 hours before the scheduled appointment. This allows us a reasonable amount of time to determine the most appropriate way to reschedule your care as well as giving us the opportunity to fill the now vacant appointment slot with another patient.

Appointment/Surgery Confirmation

North Star Animal Hospital will attempt to contact you 1-2 days before your scheduled appointment to confirm your visit.

Always Arrive 15 Minutes Early for Appointments

When you schedule an office visit with us, we appreciate when you arrive at our practice 15 minutes prior to your scheduled visit. This allows time for you and our staff to complete any necessary paperwork before the scheduled “Doctor Time”.

Consequences of “No-Show” Appointments and Surgeries

1. If an appointment is not canceled at least 24 hours in advance you will be charged \$25.00 “No Show” fee
2. Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office. If surgery is not canceled at least 24hrs in advance you will be charged a \$50.00 fee

I have read and understood the North Star Animal Hospital “No-Show” Policy as described above.

Client Name Printed

Client Signature

Date