



Missed Appointment Agreement

At South Wilton Veterinary Group, we make it a priority to be available for all pets that need care. We understand that plans change, and emergencies happen. If you have a scheduled appointment with us, we ask that you call to cancel it within 24 hours. That way, another pet can be scheduled during that time. No show appointments severely affect our veterinarian's productivity and more importantly our patient care. Therefore, the following missed appointment policy has been created:

If a client misses three appointments without calling to cancel in advance, he or she will be charged the equivalent of an office visit fee. That fee will need to be collected before any further services are provided by SWVG.

Medical Records Privacy Agreement

South Wilton Veterinary Group maintains a privacy policy regarding our patients' medical records. We only release records to the person listed as the owner of the pet on our paperwork. If medical records are requested by an outside party like a kennel, groomer, new owner or someone of unknown relation, we will need to get approval from the **listed** owner prior to releasing any detailed information.

Please indicate below that you understand and agree to the terms of these two policies:

Print Client Name Here

Signature of Client

Date