



Lincolnton Animal Hospital

Financial Policy

At Lincolnton Animal Hospital, our goal is to provide you with high quality veterinary care. In order to do this, we hire well trained, talented employees and provide them with continuing education. Our personable staff is passionate about what they do, and you can be assured that your pet will receive only the finest care. We provide optimal care through our state of the art laboratory, radiology and surgical equipment, and use the highest quality veterinary medical supplies.

Our doctors or technicians will provide you with an estimate of charges for surgeries and medical admissions. You may also request an estimate for routine care at any time before services are rendered. If you are unable to pay for all recommended services, the doctor can assist you in deciding the most important services for your pet at that time. Some services can be completed in phases. In these tough economic times, we strive to work with you and your pet's health care needs while keeping your budget in mind.

Full payment is due when services are rendered. In the case of hospitalization, a deposit of 50% is required at the time of admission, with the balance due at the time of discharge. We would be happy to work with you on financial arrangements. We accept Visa, MasterCard, Care Credit, and the Citi Health Card. Care Credit and Citi Health card are credit cards that you can apply for to help you with your pet's health care needs. You can apply on line at carecredit.com or 800-677-0718, healthcard.citicards.com or 866-832-8462, or we would be happy to do this for you in our office. We also offer prepaying in advance for services that do not need to be done right away.

We understand that unplanned medical emergencies such as accidents or sudden illnesses do occur and may be difficult to pay for at the time of service. We encourage all clients to have pet health insurance and/or Care Credit/Citi Health Card in the event of an emergency. There are several pet insurance companies to choose from. Pet insurance helps you to be able to treat your pet when an emergency or something unexpected happens.

Two insurance companies that we recommend are VPI Pet Insurance and Trupanion pet insurance. They are reimbursement plans. Trupanion has one simple plan and gives you 90% coverage. VPI has different policies you can choose from to best fit you and your pet.

Thank you for your cooperation.

Karen Miller, DVM and owner of Lincolnton Animal Hospital