Please make sure we have a phone # we can reach you at. ***360.339.3596 option 4***
Go to our website for more resources www.olympiaveterinaryspecialists.com

Hospital Status Normal

- We are receiving patients at this time. Our status can change quickly and frequently.
- The ER Assessment fee will be $145.
- Typical ER diagnostics can start at $300-$500. Funding resources are on the next page.
- We can't predict wait times but patients will likely be here most of the day.
- Please stay in the parking lot until the doctor talks with you.
- We must have a way to talk with you the whole time your pet is with us.
- Do not leave any personal items with your pet as we cannot guarantee their return.

It's a stressful time. All veterinary hospitals are facing critical staffing shortages

- **Please be patient & kind to those who are here for you & your pet.**
- Let us know if you need a snack, drink, or to use the restroom.

Any abusive language or behaviors will end our ability to care for your pet.

Estimates are just that, estimations
We will do all we can to come close to the estimated costs but you are financially responsible for all services and products used to care for your pet.

This is what you are signing on the iPad.

Authorization to Provide Care I am the owner or the agent for the owner of the animal described above, and I have the authority to give this consent.

- I authorize Olympia Veterinary Specialists (OVS) doctors and staff to provide medical care to this animal and take full financial responsibility for this care.

I UNDERSTAND

- Payment is due at the time of service.
- There are risks of unexpected complications with any treatment or medical procedure.
- My options and risks will be explained to me.
- I understand that OVS can not guarantee the successful outcome of any care provided.
- Unforeseen conditions may arise requiring additional care.
  - Any treatment plan estimate is meant to be an approximation of possible costs but is not a reflection of every item or service that will be provided.

IF SEDATION OR ANESTHESIA ARE REQUIRED

- I authorize the use of appropriate sedation, anesthesia, and/or pain relief medication as needed.

ACKNOWLEDGMENT OF RISKS

- I understand that no guarantee of a successful outcome can be made.
- I accept the inherent risks of medical care for my pet.
- I understand that there are serious risks associated with any treatment, medication, sedation, and/or anesthesia that could include severe reactions or even death. (over to the next page)

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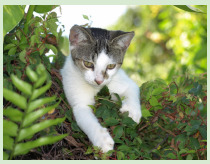

Finances

- We understand that specialty and emergency medicine is costly.
- We will do what we can to help. Payment will be due today.
- We accept: Visa, MasterCard, debit, CareCredit, ScratchPay, cash, and checks.
- Refunds are made after a billing audit & cash payments refunds will be by check (may take 5-7days).
- Medical conditions can change. Your final bill will be for the service your pet actually receives.
- We make no guarantee or promises of the result of medical care. A deposit may be required before service is provided. Written treatment plans will outline the doctor's recommendations for your pet's care. These estimates are only an approximation of the types of services or items your pet may need and the associated costs. It will not include any emergency needs that your pet may require.

Diagnostics

The doctor may need diagnostics first to determine a recommended treatment plan. This could include blood work, radiographs (x-rays), urinalysis, etc. We will tell you exactly what is recommended and the exact cost.

You may need to pay for diagnostics right away.

Treatment Plan

After the exam or when we have diagnostic results, the doctor will present a treatment plan. Once you approve the plan, our team will tell you the estimated costs of that plan. If you approve the estimated costs we will collect a deposit and then proceed with care. If you have any financial concerns, we'll help you determine what works best for you.

Financing Assistance

- **CareCredit** (credit card)- This is a credit card that can be used to finance medical treatments for your pet. To apply you can call (800) 677-0718.
  - Go to https://www.carecredit.com/go/435FCV/ or scan this *QR code* with your smartphone to apply or make a payment to Olympia Veterinary Specialists.
- **ScratchPay** (loan)
  - It is super easy to apply, you get multiple options for repayment, you get an answer in just a few minutes, and there is only a soft credit check if you accept a plan.
  - To apply go to https://scratchpay.com/. You must have a cell phone to apply.

You should apply for both CareCredit and ScratchPay to improve your chances of assistance.
Apply for the greatest amount you might need and they will let you know how they can help.

With all of the pandemic protocols, communication can be very difficult.

Especially when we can't be face to face. We care about your pet and you.

Please help us to help your pet.

We are in this together!

Olympia Veterinary Specialists (OVS)
Main Building 902 Union Ave SE, Olympia, WA 98501 **The Cancer Center** 115 Eastside St NE, Olympia, WA 98506
(360) 339 -3596 then press *1* for The Cancer Center, *2* for Internal Medicine, *3* for Surgery, and ***4*** **Emergency**