

The Paw Patch

5510 Lafayette Rd, Suite 290 | Indianapolis, IN 46254 | Phone 317-293-8363 | Fax 317-293-8825

Financial Policy

Thank you for choosing The Paw Patch. Our primary mission is to deliver the best and most comprehensive veterinary care available for your pet. An important part of the mission is making the cost of optimal care as easy and manageable for our clients as possible by offering several payment options. **The Paw Patch requires payment in full at the end of your pet's appointment and/or at the time of discharge.**

Payment Options:

- Cash, Check, Visa®, MasterCard®, American Express® or Discover Card®
- Payment plan through VetBilling¹
- Trupanion Express² is available as a payment option for those Trupanion policyholders
- Convenient monthly payment options from the CareCredit® Healthcare credit card^{1,3}
 - Allow you to begin treatment today and pay over time
 - Available for any treatment amount
 - Can be used repeatedly - for your entire family - without having to reapply

Deposit & Billing:

- For some treatments or hospitalized care, a deposit is required. Healthcare plans requiring comprehensive care of more than \$400, may require a 25% deposit to begin your pet's treatment.
- We only offer payment plan arrangements through VetBilling¹.
- We charge 5% interest on all outstanding account balances older than 31 days. If you have an account 60 days past due, The Paw Patch may relinquish your balance owed to a collection agency. We charge collection fees according to the maximal amount allowed by law.

Additional Information:

- Checks are only accepted with proper identification from the owner of the checking account. The Paw Patch charges \$25 for returned checks. Any returned check not paid within the time-period specified will be sent to the prosecuting attorney's office.
- For clients with pet insurance, we are happy to provide you with the necessary documentation for you to submit a claim to your insurance carrier. We do not allow balances to be carried on your account when awaiting a response from your insurance carrier (excluding those approved through Trupanion Express²).

If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your pet.

By signing below, you agree to the foregoing terms of payment:

Client/Owner Signature

Date

Client/Owner Name (Please Print)

¹Subject to credit approval.

²Trupanion Express is an online claims process that pays the clinic directly.

³Only authorized users may sign for CareCredit transactions.

Account Number: _____