

## Why the late arrival policy?

The KAAWS Clinic relies on a balance between efficient, quality medicine and understanding, supportive clients.

**SURGERY:** To keep our surgical prices affordable, the clinic currently performs between 20 and 40 surgical procedures on a daily basis. To accommodate this volume of clientele, surgery check-in occurs between 7:15 a.m. and 8:30 a.m. prior to the clinic opening for normal wellness business. Early check-in is necessary to allow enough time to examine each pet thoroughly, meet with each client for questioning to decrease the risk of preexisting complications, and properly prepare for surgery in a timely manner to allow discharge at the specified time later that afternoon. Arriving late to check-in will delay the beginning of surgery for your and everyone else's animal resulting in late discharge times for everyone.

**WELLNESS:** To keep our wellness procedures affordable, we currently schedule approximately 45 appointments per day. Appointments are scheduled every 15 minutes for 4 basic exam rooms and 2 specialized exam rooms beginning at 9:00 a.m. and continuing through 4:30 p.m. So though you may not see anyone in the lobby, up to 6 clients may be in our exam rooms at any particular time of the day. Therefore, even arriving 5 to 10 minutes late for an appointment will delay the day's schedule and subsequent appointments. We certainly try our best to reschedule any late arrivals into any existing appointment cancellation spots for the same day or as soon as possible, but this is not always possible.

**LATE POLICY:** Because we see a large volume of clients, we are able to charge each client comparatively less than would be charged at a full-service clinic for similar services. When clients are late, we see fewer patients, making it difficult to maintain our affordable prices. To maintain our prices, we have established a late policy where clients are charged \$25 for being late or forfeit their surgical deposits. If you miss or are late to your wellness appointment and have any doubt whether your pet can wait to be seen by us, please do not hesitate and make arrangements to be seen as soon as possible at another area clinic. Again, we make every effort to see your pet, but veterinary care for your pet when needed is the primary concern.

**WELLNESS/SPAY/NEUTER MODEL:** We would like to emphasize that we are not an emergency facility or full-service clinic. For example, we do not have advanced diagnostic tools such as ultrasound, laser, or X-ray machines. The money we save in not having to maintain these tools is passed on to our clients. We, instead, specialize in general wellness and spay/neuter surgical procedures. By limiting ourselves to this, we are able to bring these services to the greater Houston metropolitan area at an affordable cost.