



In order to provide all of our patients and clients with an optimal level of care, Hill & Harbour Veterinary Center has established the following policies:

Appointment Policy

Hill & Harbour Veterinary Center sees patients by appointment only. New patients should arrive 15 minutes prior to their first appointment. Please ensure that all previous medical records have been submitted prior to your pet's first appointment. By doing so, you will ensure that your pet receives the most appropriate veterinary care at his or her visit.

We make every effort to see patients at their scheduled appointment time. However, emergency cases receive top priority. Any pet in need of critical care that arrives during your visit may result in delays. We would greatly appreciate your understanding when emergency situations arise which require our immediate attention.

Late Appointments

If you are running late for an appointment, please contact our office as soon as possible at (401) 398-7807.

If you arrive more than 10 minutes after your scheduled appointment time, we may need to reschedule your appointment to a later date or time.

No-Show Appointments

Hill & Harbour Veterinary Center reserves the right to require a pre-payment, equal to the exam fee, for an upcoming visit if you have not showed up for an appointment in the past.

Payment Policy

We require payment when services are rendered. We accept Visa, MasterCard, Discover, American Express, cash, and checks. We also accept payment plans through our partner [ScratchPay](#).

For serious, chronic, or complicated cases, our staff would be happy to help you calculate the varying costs of different options for veterinary services presented for your consideration. If you have doubts about approving any veterinary services you elect to receive at Hill & Harbour Veterinary Center, please address your concerns with us ***before care is administered***.

Internet Pharmacy Policy

Hill & Harbour Veterinary Center offers a number of pharmacy products in-house, which we receive directly from manufacturers or endorsed distributors. Please read our [Online Prescription Policy](#) to learn why it's more beneficial to you and your pet to purchase your pet's medications from a licensed veterinarian.