



Welcome

Welcome to Animal Medical Center. We appreciate the trust you have placed in us by allowing us to care for your pet.

The Golden Rule: We know your pet is a member of your family. We will treat you and your pet as we would wish to be treated. We will provide you with kind, courteous, informative care for your pet. All staff members will treat your pet with kindness and respect at all times.

Excellent Medical Care: Our mission is to provide the very best medical care for your pet, using modern equipment and advanced techniques with a personal, caring touch. While we are committed to providing the very best primary veterinary care possible, we are glad to refer to specialists when needed.

Excellent Service: Modern veterinary medicine offers many choices. We pledge to spend sufficient time to educate you so you can understand your pet's medical condition and make informed decisions about your pet's medical care. Each family is different and each pet is unique; we will get to know you and your pet so we can provide the best care for your family. We will completely explain all recommended treatment and/or surgery and we will provide you with an estimate of fees before any treatment or surgery is performed.

Our outstanding staff: The people who make up our veterinary team are the most important element of our ability to provide top notch veterinary care.

Dr. Zucker and Dr. Fulton are dedicated to practicing excellent medicine. They have extensive experience and medical skills and they know how to ask the right questions and *listen* to your answers. We also employ professional animal behaviorists to help with difficult behavior problems.

Our receptionists and veterinary nurses are your link to the doctors and are a vital part of the veterinary team. Our experienced, trained and dedicated support staff will go out of their way to make sure you are well-informed and satisfied and that your pet receives the medical care he needs.

Our Services and Facilities: We provide full service veterinary care to all small animals including exotic pets. Services we provide include medical, surgical, wellness, dental services. We have a clean, modern, well equipped facility with advanced diagnostic equipment including digital ultrasound and video endoscope.

Visit Our Website: Our website, www.morgantownamc.com has up to date information about our services, staff, and pets available for adoption as well as thousands of excellent, veterinarian-reviewed articles on all aspects of pet health and care.

Again, Thank You for choosing us to be your veterinarians. We look forward to providing the best care for your best friend.



Hours, Appointments, Emergencies and Boarding

Hours: Daytime, evening and weekend appointments available. Please call ahead to make an appointment.

8 a.m. – 6 p.m. Mon, Tue, Wed, Fri

8 a.m. – 8 p.m. Thurs

9 a.m. – 12 p.m. Sat

Appointments: Please always make an appointment! We do our best to accommodate walk-ins but it is not always possible to see you promptly if you don't have an appointment because the veterinarian may be in surgery or busy with other patients. If you need to cancel or change your appointment, please give us at least 24 hours notice. Clients who "no-show" will be asked to pre-pay nonrefundable deposits for subsequent appointments. We respect your time and we try our best to keep on schedule. We apologize in advance for the occasions when a sudden emergency may get us behind schedule and we appreciate your understanding when that does occur. Please arrive at least 10 minutes early for your appointment so you will have time to check in and complete paperwork. If you are more than 5 minutes late for your appointment, you may miss your appointment slot and have to wait until other on-time clients are seen first. We will always try to see you as soon as possible but we can't keep other clients waiting during *their* appointment slots to see a late arrival.

Emergencies: If an emergency occurs during business hours, please try to call ahead on your way to the hospital so that we can ensure that our team is prepared to help you into the hospital and promptly help your pet. We can also instruct you on how to stabilize your pet during the drive. If the veterinarian on duty is in surgery or otherwise occupied, it may take some preparation for him to be available to help your pet. Minutes count in an emergency. Calling ahead (or even from the car) helps us best serve your pet by getting ready before you arrive.

After Hours Emergencies: It never fails that an emergency occurs late at night or over a holiday weekend. Rest assured, we will serve your pet's needs no matter when you call. At Animal Medical Center, one of our nurses always carries a pager/cell phone so they can respond to your emergency promptly. The nurse, in consultation with our veterinarian, will help you determine whether your pet is in need of emergency care at the hospital or if he can be safely treated at home until the next business day. If your pet is in need of emergency care, the veterinarian (and nurse if needed) will meet you at the hospital immediately. On the rare occasions when our veterinarians are not available for emergencies, we will refer you to one of our colleagues in the area who will treat your emergency. After hours emergency service is available only to established clients of Animal Medical Center.

Boarding: While you are away, we will take excellent care of your pet and will provide it with all the attention, affection, exercise, health monitoring and other care he needs and deserves. Pets are required to be up-to-date on their needed health care including immunizations and to be free of fleas and ticks. For dogs, it is important to remember that **Bordatella (kennel cough) vaccine takes 2 days to become effective in protecting your pet** and so, if your pet does not have a current Bordatella vaccine, you will be required to bring your pet in for the immunization(s) a few days **BEFORE** the beginning of boarding. When you make your reservation, the receptionist will let you know exactly what your pet needs. Due to limited space and staffing, boarding services are available only to established patients of Animal Medical Center. Reservations required. Please refer to our Boarding Basics and Boarding Health Requirements for detailed boarding information





Charity Care

Animal Medical Center is committed to animal welfare. As a hospital dedicated to animals and our community, we strive to serve the needy animals in our community. Each year, we donate thousands of dollars of free and discounted services and products to needy animals through our Adoption Program, our Needy Pet Fund and through other charitable efforts

The Needy Pet Fund: The Needy Pet Fund provides a **limited** amount of life-saving charity care for needy pets. Funds are provided through the generosity of clients and through the direct contributions of Animal Medical Center. The amount of charity care AMC can provide is limited by the generosity of the donors to the Needy Pet Fund. Donations to the Needy Pet Fund are welcome at any time. All donated funds go directly towards providing care for needy pets.

Adoption Program: Animal Medical Center donates the majority of the essential well pet care for the orphaned and abandoned pets who are part of our Adoption Program. Some drug expenses as well as other costs for Adoption Program pets who have serious illnesses or injuries to treat are provided by the Needy Pet Fund.

Life-Saving Care: The Animal Medical Center Needy Pet Fund accepts

applications to fund (fully or partially) life-saving care for pets in need who have secure homes with responsible owners. To apply for this program, owners must submit an application which demonstrates a commitment and ability to otherwise care for the pet over the course of its life (well pet care, food and housing).

These funds are very limited and availability of funds is never guaranteed. Approval required before treatment is begun. It is a universal and tragic fact of animal welfare that there are not enough funds available to help every needy pet and nor are there enough homes available for every needy pet. **We urge you to spay or neuter your pets.**

Primary Mission: The primary mission of Animal Medical Center is to provide excellent veterinary care to family pets. We strive to keep excellent veterinary care as affordable as possible and to set fees fairly. Animal Medical Center is a business with employee paychecks to write, drug bills to pay, tax bills due, mortgages to pay and many other obligations. If we didn't charge fairly for all services, we would not be able to stay in the business of caring for animals.

Thank You for choosing us to be your veterinarians. We seek to serve you, animals and our community.





Adoption Program

As part of our mission to serve animals and their families, Animal Medical Center helps match healthy, needy pets with loving homes. Nearly every week, we have puppies or kittens available for caring families. When you are considering a new pet, please check with us. If we don't have what you are looking for today, we can call you when we find you a match.

Mission: Matchmaker: Thousands of healthy, happy, perfect puppies, kittens, dogs and cats are euthanized every year in our community just because they don't have a home. Meanwhile, many families want to welcome a new pet but are not sure where to find a healthy, loving pet. Our adoption program is our way of serving these needs.

Costs: Adoptive owners must submit an application demonstrating a commitment and ability to responsibly care for their new pet. An **adoption fee of \$50** is required. Owners receive a certificate entitling them to a **\$50 discount on the spay or neuter** of their pet if they return to Animal Medical Center when the pet is 4 to 6 months old.

Animal Medical Center donates most of the costs of this program as our gift to needy pets. Our **Needy Pet Fund** also helps support this program.

Our ability to receive pets for adoption is limited by our space, staff, and other resources. **Be sure to call or email first before bringing animals to AMC.**

A Good Deed: You will know you have done a good deed by giving a wonderful

life with your family to an animal who could have otherwise been euthanized for lack of a home.

Health Check: Pets in our Adoption Program are thoroughly examined and treated by a veterinarian and have been determined to be healthy and to have a good temperament. Each adoptive pet is given a **thorough exam** and is **dewormed, treated for fleas & ticks, bathed**, has received initial doses of needed **immunizations** and has been **treated** for any other medical conditions. To further ensure that the pets we offer are healthy, each pet is kept in "**quarantine**" for at least a week before offering her for adoption. While they are with us, our staff gives them lots of **love, attention and care** to help ensure they are **ready to bond** with your family.

Hybrid Vigor! Your mixed breed puppy or kitten is likely to be healthier and live longer than a pure bred animal! "Hybrid vigor" is the term used to describe the fact that mixed-breed animals tend to be healthier than purebreds. (Inbreeding as well as other factors contribute to this.) *This is not to say that pure bred animals do not make wonderful pets! We love ALL pets here!*

Looking for love? Please visit our website www.morgantownamc.com for current photos and information about pets now available for adoption.

We urge you to spay or neuter all your pets.





Financial Policy

Thank you for choosing Animal Medical Center to provide your pet's veterinary care. We appreciate your business. We apply the **Golden Rule** of treating others as we would wish to be treated. We will treat you fairly, honestly and with respect.

Animal Medical Center is dedicated to providing excellent care at a fair cost. To keep our fees as modest as possible for all our clients, we avoid the added major expenses and financial risks of extending credit and processing delayed billing. **All services must be paid for in full when services are rendered.** We do not directly extend credit or bill for services. We do, however, offer Care Credit payment plans for clients who desire delayed billing.

Out Patient: Outpatient services include any services for which you will remain in the clinic while your pet is being treated. Examples include well and sick examinations and vaccinations. **Payment is due at the time of treatment for all outpatient services.**

In Patient Services: In patient services are services for which you will not remain in the hospital with your pet. Examples include hospitalization, surgery, drop-off care and boarding. **Payment is due at check-in for all in patient services. You must pre-pay.** We will be happy to provide you with an estimate of fees when you phone us for an appointment so that you can be prepared to pay at drop-off.

Estimates & Pre-Payment: When your pet needs inpatient care, you will be given a **clear written estimate** of fees. If you approve the estimate, you need to leave a deposit equal to the total estimate. If the estimate has a high and low range, the required deposit will be the lower estimate and you will pay the difference upon pick-up. If you are not prepared to leave a deposit, we will care for your pet while you go to get the deposit but we cannot begin treatment the full deposit is made.

It is possible that your pet's case will not follow the anticipated course – resulting in the fees being

higher or lower than estimated. Of course, if the final fees are lower, you will be issued an immediate refund (in the same form as the deposit was made.) If the fees are higher, you will be expected to pay the difference, in full, when your pet is discharged.

In situations where a case significantly exceeds the anticipated costs (or where fees simply cannot be accurately estimated) you will be asked to "pre-pay as you go." This means that a deposit will be taken at the time of hospitalization that best reflects the doctor's best-guess estimate. If costs later exceed that, you will be asked to make an additional deposit(s) as needed.

Payment Methods: We accept:

- **Cash, Check**
- **Debit and Credit Cards**
- **VISA, MasterCard & Discover**
- **Care Credit payment plans**

Care Credit: Care Credit is a veterinary credit program that offers a variety of credit payment plans including 90 day interest free plans. It may be applied for at any time. Just ask a receptionist for details and an application.

Bounced Check Fee: A **\$25 fee** will be charged for any bounced check. A bounced check will be resubmitted a second time within 3 to 14 days. A **second \$25 fee** will be applied to the account if it bounces again.

Finance Charge: A **1% per month** finance charge will be added to any account that is, for any reason, not paid in full at time of services.

Needy Pet Fund: Our **Needy Pet Fund** accepts applications to (fully or partially) fund life-saving care for pets in need who have secure homes with responsible owners. To apply for funds, owners must submit an application which demonstrates a commitment and ability to otherwise care for the pets over the course of their lives (well pet care, food and housing). **These funds are very limited and availability of funds is never guaranteed. Approval required before treatment is begun.**

