

Hospital Policy & Rules Ness Exotic Wellness Center

In order to best serve you and all of our clients, some basic hospital policies have been established for Ness Exotic Wellness Center. Here are a few simple reminders and instructions to ensure that your visit with us is enjoyable, informative and efficient.

1 – ALL hours are by scheduled appointment only. Office hours may change without prior notification.

2 – Please make every attempt to be on time for your scheduled appointment so we can provide you and all our clients with the time and attention necessary to meet the medical needs of the patient. For new clients and new patients, please arrive about 15 minutes early with the appropriate new patient forms (download from our website) so we can register your information. If you cannot access these forms, please arrive in time to complete them prior to your appointment. If you are running very late for your appointment, we may need to reschedule your pet for a later time or attempt to work you into the schedule as a daytime emergency (additional fees may apply).

3 – We request at least a 24-hour notice of cancellation if you are unable to keep a scheduled appointment. This allows us to schedule another patient in that time period, so they may receive the attention and therapy that they require in a timely manner. We reserve the right to charge the full examination fee for “no show” appointments or “last minute” cancellations. We may also require a prepayment in order to reserve future appointment times for repeated missed appointments.

4 – As a courtesy reminder, we provide a confirmation call the day prior to your scheduled appointment, If you do not receive this reminder, PLEASE CALL our office to assure you are on our schedule for the same date and time that you have written down.

5 – If you are experiencing an emergency, please avoid the temptation to rush immediately to the hospital. Call our office first and we will do our best to accommodate you with a scheduled appointment. If a regular appointment is not available, we will arrange for a daytime emergency appointment (for an additional fee) when it is physically possible for our doctors to tend to the scheduled patients as well as your pet.

6 – We provide after hours emergency assistance by calling 630-432-9344. One of our doctors is on call from close to midnight on Monday through Saturday and from noon until midnight on Sunday and holidays. The doctor will address the medical emergency by phone consultation and possible emergency examination at our facility whenever possible and feasible for the emergency situation. We reserve the option to refer the patient to an after hours emergency hospital when the condition requires a full medical staff, intensive care and/or continuous observation. The pet may also be referred to an emergency service if the doctor is unavailable because of a previous obligation or commitment. If the doctor does not answer or return your call within 15 to 20 minutes, please attempt to call again or call Animal 911 at 847-673-9110 for immediate attention.

7 – For the safety and wellbeing of your pet, please follow the fasting instructions and other information provided by our staff when called to confirm your appointment.

8 – All birds and small pets must be restrained in a cage or carrier while on the premises of Ness Exotic Wellness Center. Dogs must remain on leash while on premises, except in the examination room.

9 – Payment is due and expected at the time services are rendered. Be prepared to pay for all charges incurred at the release of your pet from our facility. This applies for any appointments, hospitalization, surgery, medication, food or product purchases, or any other situation where services have been provided. Hospitalized and surgical patients are required to leave a payment equal to 50% of the estimate provided as a deposit to proceed with medical services.

10 – We accept cash, checks, Visa, Mastercard and Discover as payment methods. We also accept Care Credit with approval if other means of payment are not available.

11 – Prepayment is required for ALL Holistic Evaluation and Follow-up Appointments and Special Order Items. Please have a credit card (Visa, Mastercard or Discover) available when calling for these appointments or items.

12 – An annual examination at our office is required within 12 months, or sooner as deemed necessary by the doctor, of any grooming procedure, such as nail trims, wing trims and beak trims.

13 - An examination at our office is required within 6 months, or sooner as deemed necessary by the doctor, for patients requiring repeated medical procedures or laboratory testing. This includes, but not limited to, rabbits and guinea pigs for dental procedures, as well as ferrets for blood glucose rechecks or hormone injections.

14 – An examination at our office is required within 6 months, or sooner as deemed necessary by the doctor, for refills on any ongoing medication, herbal formulation, homeopathic remedy, or holistic supplement. It may not be necessary for your pet to remain on these products for an extended period of time or doses and formulas may need to be adjusted as the condition progresses. Refills will not be authorized on medications prescribed for a previous condition that has relapsed without an examination to assess the status of the patient and appropriateness of the therapy.

15 – Please call in advance and allow at least 24 hours for prescription refills. We strive to provide the medications for your pets efficiently and accurately, so please confirm the dosage and concentration of the medication you are requesting. Also, inform the staff if the dosage has been changed since the last refill.

Thank you for your consideration
Ness Exotic Wellness Center