



Geneseo Veterinary Care
3889 North Rd. Geneseo, NY 14454
(585) 519-4141

Practice Policies

We're committed to providing exceptional care in a respectful, Fear Free environment. These policies help us serve you and your pets safely and efficiently.

To protect this environment, **we maintain a zero tolerance policy for abusive, threatening, or disrespectful behavior toward our team.** We believe kindness and collaboration are essential to the wellbeing of every pet—and every person—under our care.

Appointments & Arrival

- **In order to ensure that all patients are seen promptly, your appointment will be cancelled and deposit forfeited if you are more than 10 minutes late to your appointment.** To avoid losing your deposit and appointment, we would recommend that you try to arrive 10 minutes before your appointment time. If there are any issues while you are traveling to us, please call our office.
- **Walk-In Wednesdays are first-come, first-served; wait times may vary.**
- **Pets must be leashed or in carriers.**
- **If your pet has been here previously and requires pre-medicating for appointments, please make sure you have enough medication and give as directed. If your pet is not medicated for their appointment, we will have to forfeit the deposit and reschedule your appointment.**

House Calls

- **If you would like to schedule a house call please contact us either via email or phone.** Once we have all your information and pets information, as well any medical history on your pet. We will provide estimates based on information given and call or email to go over the estimate.
- If your pet has a hard time with traveling we also offer home visits.
- We emphasize gentle handling and low-stress techniques, especially for anxious pets.

Deposits & Payments

- **A deposit is required for all appointments and surgical procedures.** We require payment through the link that is sent to you. **This payment has to be made within 15 minutes in order to secure your appointment time. If we do not receive the deposit within that time, your appointment will automatically be cancelled.**
- If you have not paid or were unable to pay within this timeframe, please let us know. If the appointment time is still available, we can send you a new link in order to reserve your desired appointment slot. If the appointment time is no longer available, we can help you find a new appointment time.
- If you are unable to make the payment through the link, you can come to the hospital to schedule and pay in the office as well.
- **The deposit required for any surgical procedure, is 50% of the low end on the provided estimate.**
- Full payment is due at the time of service.
- We accept cash, credit cards, checks, CareCredit and ScratchPay.

Drop-Off Policy

- **Drop-offs must arrive by 8:45 AM.** If you show up late for the drop-off time, we will have to unfortunately reschedule your pet's procedure, and the original deposit will be forfeited.
- We'll contact you once your pet's exam/procedure is complete, or when your pet is in recovery.

Medication Refills

- **Please allow 24–48 hours for refill requests.**

Fear Free Accommodations

- Let us know in advance if your pet has anxiety or special handling needs.
- Please reach out to us for more information if you think pre-visit medication would be beneficial in managing your pet's anxiety/stress for appointments. Eligible pets must have a pre-existing relationship with the clinic and must have been seen by us within a year.



Behavior & Safety

- Aggressive pets may require sedation or referral to a behaviorist.
- For everyone's safety, we reserve the right to refuse service. Other options can/will be discussed on a case-by-case basis.



End-of-Life Care

- Euthanasia appointments are scheduled with privacy and compassion.
- We offer in-hospital euthanasia services exclusively for established patients under our care. This ensures we can provide compassionate, informed support during this difficult time, based on a trusted relationship and complete medical history.
- We offer in-home Quality of Life for all established patients and non-established patients.