



Garth W. Lamb, DVM

Leslie A. Schur, DVM

Kevin D. Ballard, DVM

James W. Dorenkamp, DVM

Requesting Veterinary Services, Routine and Emergency

The DPEC veterinary medical team prides itself in providing our clients high quality equine medicine. Please keep the following policies and guidelines in mind when requesting veterinary services and products from us so that we can continue to offer you our services free of complications.

DPEC Financial Policies

- Payment is due at time of service.
- DPEC accepts cash, personal checks, Visa, MasterCard, Discover, American Express, and Care Credit.
- All checks require your valid driver's license number and expiration, current address, and phone number and must be made out to "Desert Pines Equine Center."
- If you are not planning to be present for your horse's appointment, payment must be set up before services are rendered.
- A \$15 fee is charged for all returned checks.
- In the event that your horse is hospitalized, a deposit is required upon admission and balance is due at time of patient discharge.
- DPEC offers a secure credit card authorization program. Simply fill out an authorization form in the office.

Remember that emergencies do arise. *Have a plan!* If you are leaving your horses with a caregiver, or have your horse at a boarding facility, we suggest that you give that person emergency instructions and our contact information. Always contact our office with that caregiver's name (in the event you cannot be reached) and whether they have your permission to request veterinary services on your behalf (**we are unable to treat horses without owner's consent**). If you are leaving a caregiver in charge of your veterinary decisions, we will need a credit card on file and your horse's insurance information (if insured) to perform those services. Make sure that all of the contact information we have for you is up to date. It is also important to discuss with your veterinarian during preventative care visits how to determine if your horse is an emergency surgery candidate.

Even if your horse is not with a caregiver, please *have a financial plan in place* so that the stress of your horse in need is not complicated further. Equine insurance is available for different situations. We suggest researching different companies and plans to find what works for you. DPEC needs your horse's insurance information on file so we can update the company in accordance with that horse's policy. Aside from insurance, setting aside emergency credit cards or savings accounts are a great way to plan ahead for your horse's veterinary needs.

Desert Pines Equine Center is here for all of your horse's veterinary needs. Please feel free to contact us with any questions you have regarding the health care and well being of your horse.