



Mailing Address: PO Box 69, Canterbury, CT 06331  
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## WELCOME TO B-C LARGE ANIMAL CLINIC!

We know you have choices in veterinary care, and we are honored that you've chosen Dr. Alice Ennis and B-C Large Animal Clinic to care for you animals. We offer a wide-range of prevention, routine care and vaccination services, as well as 24/7 emergency care when needed. The following information is designed to help you plan for routine services, as well as prepare you for emergency situations.

**AVAILABILITY:** We have a D.V.M. on call 24 hours per day, seven days per week. Office hours are Monday-Friday 8am to 4pm. If you need assistance outside of regular business hours please call our main number, 860-546-6998, and speak with our answering service.

If a doctor does not contact you after 20 minutes, please call again and advise the answering service that you are still waiting. *The doctor on-call may already be involved with a serious emergency or be in a remote area where she cannot call you immediately.*

During an emergency situation, please have available all information pertinent to the situation, like: symptoms, vital signs (temperature and heart rate, if possible), duration and progression of the problem which are all helpful and will aid the vet in advising first aid you can begin while waiting for her.

**SCHEDULING:** Routine appointments are scheduled on week days. Typically we do not schedule appointments on weekends; however, we are available for emergencies 24/7. We do our best to accommodate your schedule when making appointments. From time to time, situations and emergencies arise that may cause the vet to be late for a scheduled appointment. We do our best to inform you of any delays and changes in schedule as soon as possible. We appreciate your understanding and flexibility.

**BASE FEES:** When we provide service at your home or farm the following fees will apply:

- **A call fee** for travelling to your facility. All call fees are based on distance from the office at 132 Westminster Rd. Canterbury, CT 06331. *Note: In some cases, clients may choose to bring animals to the office for treatment. The base fee for an office visit is \$15.*
- **A professional fee** for diagnosing/treating animals and advice on animal husbandry. This is charged by the minute. The better organized you are (with animals confined and a list of services needed, etc.), the easier it is for everyone.
- **Services.** Some services (vaccinations, some surgeries, dentals. etc.) are charged by procedure rather than time.
- **Supplies.** Medications and medical supplies are administered by the doctor with instructions on how to use them and when to give them.
- **Laboratory Tests.** If additional testing is required to make an accurate diagnosis, blood, fecal, urine or skin samples, etc., may be sent out to an external laboratory. Fees vary according to the test.
- An additional **emergency fee** will be charged for emergency calls.

**PAYMENT TERMS:** Payment is required at the time of service. For your convenience, we accept Discover, MasterCard, Visa, American Express, most debit cards, cash, check or CareCredit (with a valid driver's license). At 30 days, unpaid accounts are considered past due and will begin incurring interest fees. In special circumstances, like unexpected emergencies or costly procedures, clients and the veterinarian may agree to establish a payment plan.