

FAQ'S

Office Hours:

Monday through Friday: 8:00A.M. – 5:45P.M.

We are closed from 12:15p.m. to 1:15p.m daily for staff lunch

ALL CATS ARE REQUIRED TO BE IN CARRIERS

ALL DOGS ARE REQUIRED TO BE ON LEASHES

1.) I'm a new client. How do I go about scheduling an appointment?

We require our new client form to be filled out prior to making an appointment. Please click on the NEW CLIENT tab to fill out our form. Once we receive the form and your pets' previous records, we will contact you for an appointment. Please allow **24-48** hours to process the form.

2.) I'm a client and I have a new pet. Do I need to fill out a New Client form to make an appointment?

You **DO NOT** need to fill out the online form to make an appointment. Please call the clinic and speak to one of our friendly receptionists to schedule an appointment for your new pet.

3.) What kind of pets do you see at your hospital?

Havelock Animal Hospital is a **CAT AND DOG** Hospital.

4.) Do you take walk-ins?

We do **NOT** take walk-ins appointments. We are strictly appointment based only. If your pet needs to see a veterinarian, please call our clinic at 252-447-7119 to schedule an appointment.

IF YOU WALK-IN FOR AN EMERGENCY, PLEASE UNDERSTAND YOU WILL BE SEEN IN THE FOLLOWING ORDER:

-CRITICAL/LIFE THREATENING EMERGENCY

-SCHEDULED APPOINTMENTS

-NON-CRITICAL EMERGENCY

5.) My pet is experiencing an emergency. What do I do?

If your pet is experiencing an emergency during normal business hours, please call the clinic at 252-447-7119. One of our friendly receptionists will properly triage and schedule accordingly.

If your pet is experiencing an emergency outside of our normal business hours, please call one of the local emergency hospitals to assist you.

Craven County Emergency Pet Hospital: 252-444-1399

Swansboro Animal Hospital Emergency and Trauma Center: 910-325-8227

***Please keep in mind we aim to accommodate all our patients experiencing an emergency. However, circumstances may arise that could prevent our clinic from treating your pet. If this should occur, we will recommend you call another local veterinary office. ***

6.) Does your hospital allow financing options or billing?

We do **NOT** offer financing or billing options. We do take the following methods of payment:

Cash
Visa
Mastercard
Discover
American Express
Care Credit
Local Personal Check-**NO OUT OF STATE OR STARTER CHECKS ACCEPTED**

When paying with a personal check, we will require a valid State Issued ID and Social Security Number on file

7.) I have pet insurance. Do you file it at your office?

We do **NOT** file pet insurance at our hospital. If you have pet insurance, your bill will be paid out of pocket on the day of your visit. You will then send the invoice to your insurance company for reimbursement.

8.) I would like an estimate for an upcoming visit or procedure. How do I request an estimate?

We are more than happy to provide an estimate. Our receptionist can provide basic estimates for an annual visit or a particular vaccine or medication. However, our doctors are the only ones who can provide an accurate estimate for surgical procedures or dental cleanings for current clients that have maintained the doctor-patient relationship on a yearly basis. Please call our office if an estimate is needed and allow **24-48 hours** for the doctor to provide the estimate.

9.) I need a refill on a medication. How do I go about getting it filled?

If you need prevention (flea/tick or heartworm medication) you **DO NOT** need to call in advance. However, all other medications will need at least **24 hours advance notice**. Please make sure your pet has enough medication to last 48 hours before calling as some medications can only be approved by the prescribing doctor.

We understand that there may be times in which your pet's medications may be obtained from alternative sources other than our hospital. We will be pleased to provide you with a prescription if the doctor-patient relationship has been met and all criteria for a refill are up to date. You will find that our in-house pharmacy prices, as well as our online store prices, are very competitive with other online pharmacies.

10.)How long will my appointment take?

We strive for twenty-minute appointments when here for basic annual wellness visits. When bringing in a sick patient, please plan on being here longer so that a proper evaluation and diagnostics can be performed. Please understand we are a hospital and emergency situations **DO** occur. This may affect your scheduled appointment time. We do apologize in advance for any inconvenience this may cause.