



Important Information for Our Clients

Thank you for choosing Keys Animal ER at Cruz Animal Hospital for your pet's care. To ensure transparency and clarity, we want to provide you with important information about our services:

Urgent Care Hours:

Our Urgent Care Hours are from 5:00 PM to 9:00 AM, Monday through Friday, and all day Saturday and Sundays. During these hours, appointments are for check-in purposes only, as we prioritize cases based on urgency. Please understand that there may be wait times as we triage emergencies.

Urgent Care Exam Fees:

Urgent Care Exam Fees apply during our after-hours service, including all day Saturdays and Sundays, and are priced higher than regular exam fees. For current pricing details, feel free to ask our staff.

Financial Policy:

Payment is due at the time of service. We provide written estimates for hospital treatment, emergency care, surgery, or hospitalization. A 100% deposit of the low end of the estimate is required at the time of hospitalization.

No-Show Policy:

Clients accumulating multiple no-show instances may be required to prepay for their next appointment in advance to secure the appointment slot. Advance payments made are non-refundable in the event of a missed appointment. Any balance 90 days past due will be sent to collection, and you will be responsible for any fee our office incurs through the process utilized to collect the outstanding delinquent balance.

Social Media Disclosure:

We may take photographs, videotape, or digital recordings of your pet(s) for promotional purposes. By signing our intake form, you give consent for us to use these materials on our website or other media platforms, unless you opted out of the social media disclosure by checking the designated box.

Keys Animal Emergency Room at Cruz Animal Hospital is dedicated to be available for compassionate and quality care for all animals.