



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 8:00 AM, Monday through Friday, and all day Saturday and Sunday. During these hours, time slots 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 differently than regular exam fees. For current pricing details, please 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. Any balance 90 days past due will be sent to collections, and you will be responsible for any fees our office incurs in the process of collecting the outstanding balance.

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. Prepaid acupuncture and laser therapy clients who do not show up for their appointments will be charged for the missed visit.

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

Pharmacy Hours: Our pharmacy is open from 8:00 AM to 8:00 PM for medication pickup. There is a \$20 after-hours fee for picking up medications outside of these hours. Prescription requests are processed within 48 to 72 hours. Please call to verify your prescription is ready before coming in for pickup.

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