



Greenville Mobile Equine Service

3203 Quail Point Drive ~ Greenville, NC 27858

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To our new clients:

Welcome to Greenville Mobile Equine Services, P.A. We are happy to have you as a new client and will strive to provide excellent care for all your equine needs. Listed below are some of our services and information regarding our policies.

1. Reminders: Any time your horse is given a vaccination, has teeth floated or has blood drawn for a Coggins test a reminder is generated when the procedure needs to be done again. You will receive the reminder either via e-mail or postcard in the mail. Please call early to schedule an appointment. We will try to group you with another client in the same area to help reduce your trip fee and give the vet less driving time.
2. Our vets have held open houses/seminars and have prepared copies of their talks that cover breeding, emergencies, care of babies, the older horse, dental care, and how to prevent colic. We also have many informative brochures available. If you are interested in any information, please call the office and we will mail a copy to you.
3. Emergencies: One of our doctors is on call 24 hours a day, 7 days a week. If you call the office during the day from Monday to Friday between 9AM and 5PM, whoever answers the phone will obtain the necessary information and contact the vet closest to you. For after-hours emergencies, call the office phone number at 353-6111 where you will receive an automated greeting. Choose the option that allows you to speak directly with a telephone operator who will then contact the vet immediately.
4. Payment for Services:
 - a. We expect payment for all regularly scheduled appointments **at the time of service**. We accept cash, check or credit card.
 - b. For our breeding clients, we will bill you monthly and expect **full** payment within 10 days of receipt of billing.
 - c. We know emergencies are unexpected. While we expect a payment at the time of service, we will allow the remaining bill to be paid at a minimum of 30% per month over 2-3 months. We do *NOT* carry balances on a revolving charge account. If the bill is not paid within the three month period, we will be unable to perform any further services for you until the bill is paid in full. If there is a problem, please discuss it with the vet or staff in the office.
 - d. Any case requiring treatment at our clinic over a period of days will receive a written estimate the day of admission. Any case with an estimated cost of over \$1000.00 will receive an estimate at the time of the initial visit. At that time, 25% of the high end of the estimate needs to be paid in full. The rest of the bill must be paid within the 90 days mentioned above.

If you have any questions, please feel free to call our office. If you call on the weekends or between 5PM and 9AM on weekdays, feel free to leave a message and we will get back to you during the next normal office hours.

We look forward to working with you!
The Greenville Mobile Equine Staff