



Minnesota Valley Veterinary Services
500 Doppy Lane
Le Sueur, MN 56058
507-665-2371
mnvalleyvet@hotmail.com

Office Policies and Procedures

Office hours: Monday - Friday: 8 am - 5 pm

Appointments:

****For the protection of you and other patrons, all animals must be either in a carrier or on a leash****

Visits: Our clinic is primarily appointment based, so please call to schedule a visit for your animal. We will do our best to accommodate your schedule. During the appointment, our doctor and technician will ask various pertinent history questions and complete a full physical exam. Afterwards, the doctor or technician will discuss with you when you should return for your next visit, and our staff will set up the appointment for you. If your animal does not need to be seen for more than 6 months, you will receive a reminder text message, email, or card in the mail the month before your pet is due. You will then need to call us to arrange for a time to bring them in.

Cancellations: If you are unable to keep your appointment, we ask that you give us a 48-hour notice so that it may be possible to schedule another patient in need of our services. If you're running late, please let us know so our staff can be prepared.

Payment:

We kindly ask that all payment is made at time of service.

We accept cash, check, Visa, MasterCard, Discover, American Express and Care Credit.

Emergencies:

During office hours, we make every attempt to accommodate patient emergencies. When you make an appointment in our office, we ask for a phone number to reach you at in case an emergency arises during your regularly scheduled appointment and the doctor is unable to meet with you. If this occurs, we will do our best to see you as soon as possible, or we will give you the option to reschedule.

After-hour emergencies will be handled by the veterinarian on-call. Emergency hours are after 4 pm on weekdays and all day Saturday, Sunday and holidays. You can reach the on call veterinarian by calling our main line **507-665-2371** and follow the prompts to be connected to the veterinarian. Out of respect for our doctor's time, please only call after hours *if it is truly an emergency*.

Referrals

We always welcome your friends and family! As a token of our appreciation for your referral, both you and your referral will receive half off the office visit charge.