



Dearborn Animal Hospital



Serving our Community for over 70 years

****Important Notification ****

Dr. Linda Ellington
Owner / Veterinarian

Dr. Dixie Cely
Associate Veterinarian

Dr. Ami Perkins
Associate Veterinarian

Dr. Tracy Navarra
Associate Veterinarian

Dr. Erin Brown
Associate Veterinarian

Dr. Eve Gidion
Associate Veterinarian

Scott Zimmerman, CVPM
Hospital Administrator

A new policy for outstanding balances on client accounts starts this spring. We understand that this is a big change for all of us, but it is simply a matter of financial responsibility we have to take. We work continuously to balance the needs of our patients and the business of operating an animal hospital. We will continue to work with our clients to provide quality healthcare and services, but we must receive payment for them at time of service to be able to control costs. So we will need to begin to charge a fee for outstanding balances that are over 30 days old.

This allows our clients who are in good standing to be seen for emergencies, surgical procedures and other care knowing that they have 30 days to clear their balance before fees will be attached. We also encourage all of our clients to look into Payment Banc, Scratch-pay and CareCredit as ways to plan and pay for your pet's medical needs.

Dearborn is owned and operated by our doctors and staff. We are not a corporate hospital and this allows us to provide care when other hospitals may not, and at more affordable pricing. Please help us continue to serve our community by working with us to settle any outstanding balance.

New Outstanding Balance Fees Effective April 15, 2020

- All outstanding accounts over 30 days old are subject to a fee of 2.0% charged monthly with a minimum of a \$5.00 fee being added to the balance. Any balances over 90 days old without payment will also be subject to being sent to collections.
 - All accounts in collection (tier I) will be subject to this fee being added to your balance.
- Exceptions:
- If all outstanding balances with Payment Banc are current you will have this fee waived as long as payments on the plan are maintained every month.
 - If your account has a history of agreed upon monthly ongoing payments (90 consecutive days of payments of the full amount agreed upon) you may ask for a grace period of 3-6 months to payoff the remaining balance without being charged a monthly fee. Balance must be zero by the end of the grace period.
 - If you make a payment equal to or greater than 50% of your current balance, you may ask for a grace period of 3-6 months to pay off the remaining balance without being charged a monthly fee. Balance must be zero by the end of the grace period.
- ***If you make a payment of at least 50% of your balance on the enclosed statement prior to April 1, 2020 you will be given a 6 month period to pay off your balance before monthly fees will be charged on your account. Balance must be zero at the end of the 6 months to not have fees applied.***

