



DANIEL FORDHAM, DVM
306 EUBANKS ROAD MONROE, NC 28112

Terms and Conditions

General Information:

Office Phone: 980-721-2175 ext. 0 (Texts are greatly appreciated!!)
Emergency Phone: 980-721-2175 ext. 1 (DO NOT TEXT)
Email: customerservice@fordhamequine.com
Office Hours: Mon.-Thurs 9 AM - 4 PM & Friday 9 AM - 1 PM

Scheduling an Appointment: You can schedule an appointment through one of the online forms, text the office, call the office or email customerservice@fordhamequine.com. Please be prepared with the all of the horses names, reason for appointment and relevant counts of services and procedures to be rendered. Allow 2 weeks for routine wellness such as seasonal vaccines, routine dentals and coggins test. We try our best to accomodate all non-emergency lameness, illness and lacerations ASAP.

New Patients/First Appointment: ALL new patients scheduled for routine wellness such as seasonal vaccines, routine dentals and or coggins test must have a physical exam. Please notify the office when making the appointment if any of the patients have not been seen by us before so we can email you the appropriate form or get the horses name, breed, color, date of birth and any pre-existing conditions via email, phone or text.

Preparation for Appointment: Please be cognizant that we are a **mobile** equine veterinary practice and our schedule is constantly in flux. The **appointment time given is our best estimate** and we ask you to be prepared for the appointment 1 hour before and after the scheduled time. We expect your horse to be caught and ready for examination and either yourself or a authorized representative that can make decisions, convey the vets findings to you and handle the animal for any examinations and procedures be available upon the arrival of the attending veterinarian. We will do our best to contact you if we are running behind or early the day of. If the attending veterinarian has an emergency call he will contact you and let you know of the delay or need to reschedule.

Post Appointment: Upon conclusion of the appointment **payment is required in full**. Should you not be able to be present, have payment available we will run your credit card on file for the full amount of the appointment unless you have a pre-negotiated arrangement with Fordham Equine, PLLC.

Payment Methods: We accept all major credit cards, checks, cash and venmo.

Labs: **Please allow 2 weeks for all lab results.** If you need them sooner please let the attending veterinarian know and they can discuss your options. All lab results (Coggins included) will be emailed to the email address on file. We also utilize Global Vet Link for all Coggins Test and Health Certificates and you can access them at anytime through your GVL account which can be accessed at the following link <https://www.globalvetlink.com/>. Your username will be your e-mail address on file.

Emergencies: Please dial 980-721-2175 ext. 1. Listen to the greeting for instructions. Texts are not monitored after business hours so please do not text an emergency under any circumstance.

Prescription Medications: Please visit one of our two online pharmacies at <https://www.fordhamequine.com/online-pharmacy>. Vet Source generally has the best deals but please check both for pricing and availability. Please check for eligible online rebates when ordering that are only available through a licensed veterinarian. We offer free shipping on qualified orders and very competitively priced expedited shipping. Please allow 1 full business day for prescription requests to be processed and approved. If you can't find what you are looking for please contact the office via email, text or phone. Also, feel free to notify us when you are booking your appointment and the vet will be sure to have it on hand.

Billing: Should you have any questions pertaining to a bill or payment please email or text us. Provide us with your name, date of examination, invoice # and inquiry. Billing generally is a day or two behind the field so please be aware that we may have to wait for the attending veterinarian to turn in their billing before we can try and assist you.

Medical Inquiries: Please be aware that we are very limited to what we can advise and do without a physical examination. However, please feel free to reach out to the office via phone, email or text if you have any questions pertaining to directions from a recent visit, a sudden change or lack of change in the patients condition since the appointment, dosage of prescription medications or general education. We will do our best to get back with you in a prompt manner but please be patient as our veterinarian(s) are actively seeing patients and many questions will require their input.

Patient Records: Please email the office for patient records. We will email you Patient History Report of all services and notes rendered as of the date of the report.