

## TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care of your pet to Greensands Veterinary Clinic Ltd. The following details our practice terms and conditions of business. If you have any queries arising from this document, please ask for a further explanation.

We are an RCVS accredited practice which is voluntary; you do not have to be an accredited practice in order for you to be a good veterinary practice. However, becoming an accredited practice takes a lot of work and requires the practice to pass a rigorous inspection by an independent inspector appointed and trained by the RCVS.

### Fees

All fees, diets and drugs charged are subject to VAT at the current rate. A price list is available detailing our routine professional fees and commonly used medicines.

### Estimate of Treatment Costs

We provide estimates of treatment costs on request and in good faith. You must, however, understand that complications or unforeseen circumstances could arise which may require additional treatments or further surgical interventions and that we will charge you for these as they occur.

### Payment Terms

Unless you have made a prior arrangement with the Vet or Practice Manager, bills must be settled at the time of treatment or on collection of drugs/food etc.

If payment is not received within 28 days of treatment, we reserve the right to add a fee to your bill to cover administration charges. After due notice has been given to you, the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in collecting the debt, such as court fees etc.

Where medicines or products are collected by a person acting on your behalf, goods must either have been paid for beforehand or paid for at the time of collection.

Payment can be made in the following ways: cash, credit cards, switch and debit cards and also over the telephone.

### Clinical Records

Case notes, laboratory reports and diagnostic images are recorded on our dedicated veterinary practice management system to ensure that any veterinary surgeon examining your pet knows the medical history of your pet. Where treatment has been provided by another veterinary practice the practice is required to contact your former veterinary surgeon to obtain a full case and treatment history for all animals to be treated. Ownership of these records remains with the practice. If you move to another practice we will provide the clinical records to that practice on request.

### Prescriptions

Many of the drugs supplied can only be supplied to you if your animal is under the care of one of our veterinary surgeons. For most conditions this will mean that it will be necessary for the vet to examine your pet immediately prior to prescribing a drug for the first time. Following this, if your pet requires a repeat prescription of medication you will need to give us 48 hours notice so that we can consult the clinical notes, ensure it is appropriate and the correct drugs are available for your repeat prescription collection.

Where your pet requires repeat medication it will be necessary for the vet to see your pet at least every 6 months, in some cases the vet may require to see your pet more often.

For certain flea and worming products it will be possible to prescribe these drugs providing the vet has seen your pet within the last 12 months for its annual health check and/or vaccination. If we have not seen your pet within the last 12 months your pet is no longer under our care and it will not be possible to prescribe these products.

We will provide a written prescription for you if you would prefer to buy the medication elsewhere; however, the same ethical and legal obligations apply. We will make a charge for the prescription.

### Referrals and Second Opinions

We recognise that in some instances a case may be outside our area of competence, and will therefore refer it to a colleague/neighbouring practice who we are satisfied has additional skills to carry out the investigations or treatment involved.

It is practice policy to encourage clients to obtain a second opinion, either within the practice or at a neighbouring practice, if there is doubt over a diagnosis.

We can also recommend a number of referral centres, including the Royal Veterinary College and Davies Veterinary Specialists. We will make the clinical records and any X-rays or lab tests relevant to the case available to the referral practice.

### Insured Pets

We support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of our staff.

Even if your pet is insured, responsibility for payment of fees remains with you the client at all times. You will be asked to pay for any treatment given to an insured pet at the time of treatment. Please bring a valid claim form with you to your first appointment. We aim to process claim forms promptly so that insurance companies are able to reimburse you swiftly. Please provide a freepost envelope or a stamped addressed envelope with all claim forms.

It is important that you contact your insurance company prior to treatment to establish the level of cover remaining on your policy for the condition your pet has.

If you are insured with Petplan we may be able to claim the fees directly from the insurance company less any excess due on the policy. If you are insured by Petplan we will do a direct claim for anything over £250. You are responsible for liaising with the insurance company about payment. If the insurance company for any reason does not pay part or the entire amount owing, you will be responsible for the account. If a direct claim is not settled within 60 days we will require an alternative method of payment.

### Opening Hours and Out of Hours Service

Our normal hours of opening are 8.00am - 7.00pm Monday – Friday and 8.00am – 12.00 noon on Saturday. If you call in or telephone during these hours you will be able to speak directly to one of our staff. All consultation are by appointment only.

**Out of Hours** - If you require a Veterinary Surgeon in an emergency outside of our normal opening hours, please telephone our normal number, your call will be answered by a message handling service, where you will be given the telephone number of Vets Now in Milton Keynes. This number is also on our website.

### Hospitalisation

If your pet requires hospitalisation overnight, please note that these premises are not staffed between the hours of 7pm and 8am Monday to Friday and Saturday 12 noon until 8am Monday.

When critical care is required overnight your pet will need to be transported to the Vets Now Surgery at Walnut Tree, Milton Keynes and collected again in the morning. Please note that any treatment given to your pet outside of our normal surgery hours will incur an increased fee. Emergency care or treatment given by Vets Now is payable directly to them.

### Problems

We hope that you never have cause to complain about the service we provide. Please discuss any problems you have at the earliest opportunity with one of the Vets or Practice Manager. If you prefer, put your complaint in writing and send it to:

Practice Manager, Greensands Veterinary Clinic Ltd, 67 Station Road, Woburn Sands, MK17 8SH.

