

Terms of Business: Small Animals (Pets)

Thank you for bringing your pet to Scarsdale Vets for their veterinary care. The following notes explain our terms of business. Should you require further explanation please speak to one of The Reception Team who will be happy to help.

Please note that telephone calls may be recorded for quality and monitoring purposes.

Fees

All fees, drugs, shop products and services are subject to VAT at the current rate.

Payment is required in full at the time of each consultation or on discharge of your pet from the hospital.

Payment can be made with cash, by debit card, Credit card and by Internet Banking

Some procedures may require an upfront deposit, you will be advised if this is necessary.

Prescription drugs will not be dispensed without full payment.

If accounts remain unpaid after treatment we will make contact with you to advise of the balance due and a reminder will be sent to you. If the balance of your account has not been cleared within 10 working days of our reminder letter we may pass your details to a Credit Reference Agency, where a soft search will be carried out and leave a footprint on your credit file. Any additional charges incurred in the collection of the debt such as court fees, correspondence, administration, court attendance, telephone calls and home visits will be added to your account.

Should your payment be declined by your bank, such as a cheque returned unpaid, or card payment declined, your account will be restored to the original sum and an administration fee of £10 + vat will be added to your account plus any interest charges.

Estimates

We will always be happy to provide an approximate price for your pet's treatment. Please remember that we cannot always say, in advance, exactly what costs may be incurred. We will always attempt to contact you to discuss additional costs should unforeseen complications arise. If we are unable to contact you, the attending veterinary surgeon will perform any additional procedures which, in his or her opinion, are necessary and desirable.

Inability to Pay

If you anticipate difficulties settling your account please discuss the matter with a Partner, Practice Manager or Credit Control BEFORE your pet is admitted to the hospital.

Should you be unable to settle your account as specified, please discuss with our Credit Controller immediately. Instalments and part payments can only be sanctioned with the permission of a Partner.

Insurance

Whilst procedures such as consultations, vaccinations and neuterings have standard prices, the charges for most surgical operations are based on the time they take. The cost of blood tests, X-rays, dressings, drugs, hospitalisation and any special materials (e.g. orthopaedic plates) are always added to the surgical fee. With the cost of the extras mentioned above, the final charges for major surgery could exceed £2000.00, especially if prolonged hospitalisation is needed. We recommend that you consider the insurance policies that are available to cover veterinary fees.

Direct claims

We will consider all requests to complete a direct claim with your insurance company.

Confirmation of the direct claim being accepted will be advised by a member of the insurance admin team.

Upon acceptance of a direct claim, your insurance excess, copayment if applicable and insurance admin fee will be due, we will expect payment of these upon discharge of your pet and an insurance claim form and Direct claim form agreement

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Scarsdale Vets
Pride Veterinary Centre
Riverside Road, Derby DE24 8HX
Telephone: 01332 678333
www.scarsdalevets.com



should be handed to a member of staff.

Once payment is received from your insurance company our Insurance Admin Staff will advise of any shortfall or overpayment in the cost of treatment.

Treatment not covered by your insurance policy will be advised to you and this payment should be made within 7 days of notification.

All Direct claims are subject to interest charges being applied to the account 1 month after treatment and monthly thereafter if there is still an outstanding balance to be paid.

Written Prescriptions

In line with RCVS guidelines regarding the dispensing of veterinary medications, it is practice policy for all pets to be seen by a veterinary surgeon every 3 months.

The check-ups will allow a vet to review your pet's condition, discuss any new medications which may be more appropriate for your pet and to check for any problems relating to long-term treatment. It also provides an opportunity for you to discuss any other concerns you may have regarding your pet's health.

You may choose to purchase your medications elsewhere. If so we will provide a prescription. A fee will be charged for this service.

You may obtain Prescription Only Medicines, Category V, (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy.

Your veterinary surgeon may prescribe POM-Vs only for animals under their care.

A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

Information on the prices of medicines is available on request.

Ownership of Records

Case records are the property of and will be retained by Scarsdale Vets. We are always happy to discuss the records with you and will send copies of the records to another veterinary surgeon should you move away or if a second opinion is required.

It may be necessary to perform an X-ray, ultrasound scan or ECG on your pet. The charges made cover the cost of performing the procedures and the interpretation of the results. The X-ray, scan or ECG itself is

the property of and will be retained by Scarsdale Vets.

Data Protection

Scarsdale Vets will keep your personal information which will be used for the benefit of your pet, and to keep you up to date with our news. If you do not wish to be contacted by us, please contact our reception who will note on your record that you do not wish to receive any contact from us. Please note that should you prefer to have no contact, you will not receive vaccine or other critical reminders. Your details will not be passed to any third party except for debt collection purposes when applicable.

Patient photographs

We may on occasion use photographs of your pet for educational or promotional purposes. Please advise us if you do not allow us to use your pet's photograph. Your or your pet's name will not appear with the image, unless you have expressly agreed to this.

Complaints

We do try very hard to provide high standards of veterinary care and service to our clients. If however you feel that we have fallen below your expectations please contact or write to our Practice Manager who will be happy to discuss your concerns

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with you. If you fail to get a satisfactory conclusion to your complaint, please write to one of the Partners and if you still fail to have your complaint resolved and you feel it is of a professional nature then you may write to our professional body: The Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London SW1P 2AF

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