

Barton **Veterinary Centre**

Standard Terms and Conditions of Business

Fees

All fees, diets and medication charges are subject to VAT at the current rate. Fees are determined by the time spent on a case and according to the medication, materials, consumables and diets used. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

Medications

We run our own in-house pharmacy for your convenience. You are, however, entitled to a prescription for any medication, which can be filled in another pharmacy. A charge is made for this. We are happy to fill any small animal prescriptions for you. We may only prescribe POM-V medicines for animals under our care. To be under our care, your pet must be seen regularly by the veterinary surgeon at intervals appropriate to the condition treated. For most patients the minimum interval will be 3 months. Additionally, for safety reasons, only limited quantities of medication may be prescribed at one time. To get your prescription ready please give us 24hrs notice.

Consultations are charged at the rates current in our displayed price lists. For routine flea and worm preventative treatment, patients should be seen at least annually (this will usually be at booster vaccination time).

Current regulations require us to destroy any returned prescription medications. They cannot be resold, neither can packaging be safely reused. Medications obtained elsewhere should be returned to the place of purchase when no longer needed, and not to us.

Methods of Payment

Accounts should be paid at the end of the consultation, on the discharge of your pet or upon collection of medicines, food or other items. You may settle the account using cash, cheque, credit or debit card. Payment by card can be taken over the telephone.

Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. This estimate will be valid for 30 days.

Please bear in mind that any estimates given can only be approximate – often a pet's illness will not follow a conventional course, and unforeseen costs may arise. We will endeavour to keep you informed if this is the case.

Settlement Terms

Should an outstanding account not be settled immediately, then a reminder will be sent with an additional accounting fee in respect of the administrative costs incurred. This may be deducted if payment is made by return.

Should it be necessary for further reminders to be sent, further non-deductible charges will be incurred. Notification of queries or complaints must be directed to us verbally or in writing within 14 days of receipt of invoice. After due notice to you, overdue accounts will be referred to our Debt Collection Agents and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

Inability to Pay

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Non-emergency medicines or other items cannot be given without payment at the time.

Pet Health Insurance

We strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance

from any member of staff. It is your responsibility to settle your account and then reclaim the fees from your insurance company, unless we have expressly agreed to claim fees direct and you have settled the expected excess. In the event of the insurance company not settling the claim within 6 weeks, you must pay the account in full. We reserve the right to request payment in full at any time.

Direct Claims under Pet Health Insurance

As an additional service, entirely at our discretion, we may be able to arrange for your insurance company to pay your bill to the practice direct. If you wish to use this service, please ask your veterinary surgeon prior to treatment being required. We will need to see your valid policy documentation prior to approval. The following terms apply:

The account remains your responsibility. If we have agreed to claim your fees direct from your insurance company, this is on the understanding that the claim is straightforward and not disputed. We reserve the right to ask for payment in full at any time. A completed insurance claim form is required for each treatment and upon collection of each prescription. You must complete your sections of the form yourself, as we are not permitted to fill these in for you. If you do not give us a completed claim form, you must pay for treatment at the time and claim from the insurance company in the usual way.

You will be asked to settle your policy excess fee before claiming. If you do not know what this is, a £100.00 deposit payment will be requested at the time of treatment.

If for any reason we do not receive payment of your claim within six weeks, we will ask you to pay any outstanding balance in full. Should we receive settlement later, this will be refunded to you.

If your insurance company declines to pay your claim or if any balance remains due after your insurance company has settled e.g. policy excess fees, food or fees not covered by your policy, you will be notified as soon as possible, and our normal payment terms apply.

Complaints and Standards

We hope that you never have cause to complain about our standards of service. However, if you feel that there is something you wish to complain about, please see our detailed complaints policy on our website for guidance. We will respond within 7 days to any complaint. We also welcome any suggestions for improving our service.

Ownership of Records

Case records including radiographs and similar documents are the property of, and will be retained by, Barton Veterinary Centre. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case. The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record (for example the radiograph), remains with the practice.

Second Opinions and referrals

We are happy to see second opinion cases. You will need to give consent to your first opinion practice to pass us all clinical records prior to your consultation. If you would like to seek a second opinion on a case we have been dealing with we can either arrange this internally or help you find an external practice if required. For challenging cases we may recommend or you can request a referral. Once we have your consent this referral will be made by veterinary surgeon to veterinary surgeon contact and will involve transfer of clinical notes and associated information – for example xrays, laboratory reports.

Client Data Use

We comply with GDPR. For further detail please see our privacy policy which is published on our website.

Out of Hours

VetsNow are employed by the practice between the hours of 19.00 and 08.30 Weekdays and 13.00 Sat to 08.30 Monday and Bank holidays throughout the year. They work from the PDSA Hospital in Hull. Contact 01482 908 169 or www.bartonveterinary.co.uk / 01652 63 63 59

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the practice directors. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way. Please ask for further explanation or clarification if required.