

Willows Veterinary Centre (WVC) TERMS AND CONDITIONS

Thank you for entrusting your pet's care to the team at WVC. We are committed to providing the highest standard of care for all our patients and communicate fully with you at all times. As part of that commitment this document details our Practice Terms and Conditions. In combination with all the information available on our website (www.willows.uk.net), we hope to be able to answer any questions you may have. Please feel free, however, to contact us personally if there is something you would like to discuss.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a patient's case and according to the drugs, materials and consumables used. You will receive a detailed statement for every consultation, investigation, surgical procedure or other transaction with us. No drugs or food will be dispensed without payment.

ESTIMATE OF TREATMENT COSTS

We are happy to provide a written estimate regarding the expected costs of investigations, a surgical procedure or course of treatment. Please bear in mind that any estimate given can only be approximate, as a result of the unpredictable nature of clinical work. The final invoice may be above or below the original estimate, depending upon clinical circumstances. Where possible we will keep clients updated if costs are likely to exceed the original estimate, although in a clinical emergency this may not always be possible.

PAYMENT TERMS

Payment, in full, will be expected at the time of consultation, on discharge of your pet or on collection of drugs/diets. Cash, cheques, debit and credit cards are acceptable. We do not routinely offer settlement terms and if an account has not been paid within 14 days, a maximum of two reminders will be sent, providing due notice of further action.

You will be expected to pay on demand on an indemnity basis, without deduction of any legal or other reasonable costs, fees or expenses of whatever nature incurred by Willows in connection with or in contemplation of any non-payment of your account by you.

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 the accounts department. Please note that instalments or part payments of any account may ONLY be sanctioned with the express permission of the Hospital Director or Clinical Director.

PET HEALTH INSURANCE & DIRECT CLAIMS

WVC strongly supports the principle of insuring your pet against illness or accidents and we will always submit indirect insurance claims promptly to ensure you are reimbursed as quickly as possible. However, in the case of direct claims, please be aware that it remains your responsibility to settle your account within 60 days, if we have not received payment from your insurance company.

Any anticipated shortfall in the cost of treatment which is not covered by your insurance company will be payable by you to us at the time of making the first direct claim. Any additional shortfall which is owing after the claim has been settled will also be payable by you to us at that time. It is important to appreciate that if, having carried out careful checks with you and your insurers, we decide that we are prepared to undertake a direct claim for the treatment of your pet, this is not a guarantee that your insurers will settle your claim, and if they fail to do so, this will result in a shortfall for which you will be liable to pay us in full.

If you are considering requesting a direct insurance claim, we strongly advise that you read our detailed information sheet, provided with your welcome pack, which can also be downloaded from our website -

<https://www.willows.uk.net/library/download/www/willows-policies/insurance-claim-leaflet-06-15.pdf>.

WRITTEN PRESCRIPTIONS

Prescriptions are available from the Practice. You may obtain Prescription Only Medicines, (POM Vs) directly from us as prescribed by the veterinary surgeon in charge of your pet's care, or you may ask for a written prescription and obtain these medicines from another veterinary surgeon or pharmacy. Your veterinary surgeon may prescribe POM-Vs only for animals under their care. A prescription may not be appropriate, however, if your animal is an in-patient or immediate treatment is necessary. You will be informed on request, of the price of any medicine that may be dispensed for your animal. A reasonable charge is made for formulating and supplying a written prescription.

REPEAT PRESCRIPTIONS

The general policy of this practice is to re-assess an animal requiring repeat prescriptions every six months, but this may vary with individual circumstances. The standard charge for a medication re-examination is available on request. We kindly request that, wherever possible, you give us 48 hours notice for repeat orders of either medication or prescription food. Certain medications may have to be ordered in for the sole treatment of your pet and in these instances we will require payment in full, even if they are not collected or used.

CLIENT DATA & CONFIDENTIALITY

The Data Protection Acts 1984 and 1999 give anyone the right to be informed about any personal data relating to themselves on payment of an administration charge. At the request of a client we will provide copies of relevant clinical records, including any clinical records we have acquired from the referring practice. Please be advised that for training and monitoring purposes, telephone calls may be recorded.

OWNERSHIP OF CLINICAL RECORDS AND DIAGNOSTIC IMAGES (including radiographs and scans)

We work in accordance with Royal College of Veterinary Surgeons guidelines i.e.

- Clinical and client records, including radiographic images and similar documents, are the property of, and should be retained by WVC in the interests of animal welfare and for our own records. In the event of supersession, second opinion or referral, copies with a relevant clinical history will be passed on request to a veterinary surgeon taking over or seeing the case.
- Should copies of radiographs or reports be required, a charge will be incurred.

CONCERNS AND STANDARDS

We aim to offer the highest standards of patient and client care at all times, and as such we hope that you never have recourse to complain about the standards of service received from us. However, if you feel that there is something you wish to bring to our attention, please speak to a member of reception in the first instance. Our Client Care Manager will assist with any issues that remain unresolved and, where appropriate, they will escalate the matter to either the Practice Manager, Hospital Director or Clinical Director.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons (RCVS) Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Willows directly, you can contact the RCVS on their website www.rcvs.org.uk for further details of how to register a complaint.

No addition or variation of these conditions will bind the Practice unless it is specifically agreed in writing and signed by the Chief Executive Officer. No agent or person employed by, or under contract with, the Practice has the authority to alter or vary these conditions in any way.

Committed to excellence