

THE LODGE

Veterinary Centre

The Lodge Veterinary Centre - Terms and Conditions of Business

The health and welfare of your animal is our prime concern and responsibility. Our practice policies have been developed to care for your pet whilst complying with the Codes of Practice determined by the Royal College of Veterinary Surgeons, the Veterinary Medicines Directorate, the Health and Safety Executive, Environmental Health Departments and the Financial Services Authority.

Fees and Payment

As there is no NHS for pets, so veterinary practices are providing private health care, relying entirely upon the fees you pay to fund the services, drugs, facilities and staff expertise which allows us to give the best possible care for your pets. We keep our fees as reasonable as possible whilst reflecting the investment we make in caring for your pet.

We try to provide clients with as accurate an estimate of cost as possible before treatment and keep you up to date with any changes in your pet's condition which might affect the cost as we go along. Where finance is a concern, we ask that you discuss this with your vet at the earliest opportunity.

Payment is expected at the time of treatment. We accept cash, debit cards, Mastercard or Visa. Cheque payments are by prior agreement and only following discussion with a practice Partner.

Insurance claim forms should be presented for completion at the time that you settle your bill.

Unpaid accounts will be followed up within a maximum of 28 days. Failure to make payment will result in the account being referred to the County Court for recovery. Any additional fees incurred will be added to the account and those charges will be added to, and payable with, the invoice debt.

The Lodge Veterinary Centre reserves the right to refuse any treatment, beyond emergency first aid, to animals belonging to clients with outstanding accounts.

Insurance Claims

We strongly recommend pet insurance. Unexpected accidents and illness can happen to all pets and this ensures that you can choose to have the best care for your pet at all times without compromise or worries over cost. Staff at our surgeries can help you with any queries you may have. Insurance claim forms should be handed in at reception for completion free of charge. Forms can be returned to you for forwarding to your insurance providers or we are happy to post them to the insurance company on your behalf.

It is your responsibility to settle your account with The Lodge Veterinary Centre. It is not practice policy to make direct claims on behalf of clients.

Prescription and Dispensing Policy

All medication prescribed by our vets is available to be dispensed directly from our surgeries at the time of your appointment in accordance with the Royal College of Veterinary Surgeons and Veterinary Medicines Directorate guidelines. All Prescription Only Medication (POM-V) is dispensed under the authority of the veterinary surgeon(s) treating your pet. Prices (inclusive of VAT at the prevailing rate) of any medication prescribed for your pet are available upon request.

Written prescriptions for veterinary medicines are available upon request. These can only be authorised by our veterinary surgeons and are restricted to animals under their care. The fee for this service covers the professional service of your vet in authorising appropriate medication, dosage advice and maintaining the required accurate pharmacy records for your pet. A written prescription will be for a maximum of two separate products only.

Our repeat prescription service for pets on long term medication allows you to re-order medication or written prescriptions over the phone. In compliance with the Royal College of Veterinary Surgeons best practice guidelines we insist that your pet is examined by your vet every six months (or more frequently should the recommendation for the use of a specific medication require it) and that any recommended diagnostic tests associated with monitoring the efficacy and/or side effects of the drug are completed. We will advise you when these are due. Some flea and worm preparations or POM-V medication used for preventative healthcare may also require that we check your pet's health annually before supply.

Treatment

Medication posted to clients is subject to a post & packing charge.

Ownership of Records

All case records, diagnostic test results and interpretation remain the property of The Lodge Veterinary Centre. Copies may be forwarded to another veterinary surgeon involved in your pet's care on request or to your pet insurance company. The practice operates controls on personal details and client records in accordance with the Data Protection Act.

Feedback

Please direct any comments, compliments or complaints to the staff looking after your pet or the Practice Manager in the first instance. We will address any issues as promptly as possible.