

## **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.

### **Surgery Premises**

The Lodge Veterinary Centre has two sites. The main surgery is at:

64 Coleshill Road, Hodge Hill, Birmingham B36 8AB: 0121 783 2327 or 0121 783 7158: [info@lodgevet.co.uk](mailto:info@lodgevet.co.uk)

The branch surgery is at:

1 Coventry Road, Coleshill, B46 3BB: 01675 467266: [info@lodgevet.co.uk](mailto:info@lodgevet.co.uk)

### **Surgery Hours**

The Hodge Hill Surgery is open between 8.30am and 6pm, Monday to Friday and between 9am and 12.00pm on Saturdays. Consulting times are: 9am-12.45pm and 2pm to 5.45pm Monday to Friday and 9am to 12.00pm on Saturday. The Coleshill Surgery is open between 9.30am and 12.30pm Monday to Friday only and consulting times are between 9.30am and 12.30pm. All surgical, investigative and hospitalisation procedures and all Export or Travel Appointments will be carried out at the Hodge Hill Surgery.

### **Fees and Payment**

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 the bill.

Unpaid accounts will be followed up within 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**

Medication prescribed by our veterinary surgeons is available to be dispensed directly from our surgeries at the time of treatment 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 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 of £16.00 including VAT for up to 2 items covers the professional service of your vet in authorising appropriate medication, dosage advice and maintaining the required accurate pharmacy records for your pet. A prescription may not be appropriate if your pet is an in-patient or if immediate treatment is necessary. One prescription can only apply to one pet.

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 do insist that your pet is examined by your vet at least 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. A re-examination fee for repeat prescriptions is currently £29 including VAT. Some flea and worm medication or POM-V medication used for preventative healthcare may also require that we check your pet's health annually before supply. There is no charge for a flea / worm treatment check only.

#### **Treatment**

Medication posted to clients will be 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. You are entitled to receive a copy of your pet's medical records on request.

#### **Registered Keeper**

The Registered Keeper must be an adult, over the age of 18yrs, in order to provide informed consent to procedures and accept financial responsibility for treatment costs.

#### **Client Data**

The practice operates controls on personal details and client records in accordance with General Data Protection Regulations. Client information is obtained to identify ownership of a pet and to identify clinical records accurately. This data is held on a secure database. Data is held for as long as you are an active client and thereafter for 7yrs for accounting and clinical records, or as long as your pet is alive. Client information is only shared with clients' permission: to other Veterinary Practices who provide care to your pets; to insurance companies in relation to processing of insurance claims; to laboratories for the processing of diagnostic tests; to microchip databases to register/check ownership of a pet; to poisons enquiry services in the event of a suspected toxicity; to drug companies in relation to suspected adverse reactions; to County or Small Claims Court to recover unpaid fees; or with our Professional and Indemnity Insurers and Governing Body in relation to any complaint or claim made against us. You have the right to withdraw your consent for, or to restrict the use of your data. However, you may find that this affects such services as insurance claims processing or referral to specialist practices. The Practice does not participate in electronic marketing. Annual Vaccination Reminders are sent by post. Please notify the Practice if you do not wish to receive a reminder when your pet's vaccination is due.

#### **Feedback**

The Practice welcomes feedback and asks that you direct any comments, compliments or complaints, to the Practice Partners or to the Practice Manager and we will address them as promptly as possible. A copy of our Complaints Policy is available upon request.

#### **Aggression**

The Practice will not tolerate verbal or physical aggression from anyone towards staff members or other clients. People exhibiting aggressive or offensive behaviour or language will be asked to leave the premises. Failure to comply will result in the appropriate authorities being contacted.

#### **Emergency Care/Out of Hours**

The Practice offers 24hr emergency care to our patients. Once the surgery is closed, the Out of Hours Service is provided by The Willows Veterinary Centre at Highlands Road, Shirley, Solihull, B90 4NH. In the event of an emergency, please telephone the Practice in the first instance on 0121 783 2327 or 0121 783 7158. You will either be directed to come to the Practice or provided with the contact information for the Out of Hours Team at The Willows. Please do not attend the Practice without telephoning as this may lead to a delay in appropriate staff and treatment being available. If your pet is hospitalised during normal working hours, he/she will remain at the Practice and not be transferred to The Willows, except in the cases of urgent referral or the need for intensive care. Hospitalised patients receive regular checks between the hours of 8am and 8pm and are then checked by on-site staff in accordance with their needs through the night at 9pm, 11pm, 3am and 7am, or in addition to these times if warranted by their clinical condition.