

Registering with Portchester Vets

To allow us to comply with regulatory bodies we ask our clients to sign a registration form. The form details you have received these notes. It includes consent for when we prescribe commonly used human drugs for your pet which have not been specifically licensed for pets, especially in small mammals where there are very few medications licensed for use.

Our commitment to you

We aim to provide you with a first class service and take pride in offering a wide variety of treatments and services. We work closely with referral centres who lead the way in treatment of both medical and surgical conditions and to ensure your pet gets the best possible care available, we may advise referral to an appropriate centre for more in-depth investigation and treatment.

Out of hours – Our OOH provider is VetsNow, Portsmouth. Contact details are provided at the surgery and also on our OOH answerphone message.

Fees

All fees are due for payment at the time of the consultation or discharge after a hospital procedure. All charges are subject to VAT. Fee levels are determined by the time spent on a case plus medications etc. Details of our fees are available on request and invoices can be provided. In order for us to be here next year and beyond, we rely on you to pay us for the services we provide so that we can meet our obligations to our team and suppliers. We accept cash, credit and debit cards (except American Express). We make no surcharge for the use of credit cards at present.

Estimates of treatment costs

We are happy to provide a written estimate of the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate as often a pet's illness will not follow a conventional course; however we can provide you with up to date costings on request at any time during a treatment course.

Settlement terms

Payment will be requested at the time of treatment. Should an account remain unpaid after 7 days, a reminder will be sent with a non-refundable fee for administrative costs incurred. After due notice, outstanding debts will be referred to our Debt Collecting Agency and further charges will be levied in respect of costs incurred in collecting the debt. Any bounced cheques, failed credit card payments or cash tendered that is counterfeit will also result in further charges being added to the original debt to cover the costs of bank charges and administration. Persistent late payment will result in further charges and possible withdrawal of our veterinary services.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your account please discuss this matter as soon as possible with a member of the team. Instalments or part-payments can only be sanctioned with permission of the Practice Manager.

Pet insurance

We strongly recommend insurance but cannot recommend any particular company or policy as this is a personal financial decision. We will ask you to settle our account and then reclaim the fees from your insurance company. We can only make claims direct to the insurance company in exceptional circumstances. We are happy to assist you in making a claim and aim to send off all completed insurance forms within 10 days of receipt. Due to the administration work involved in compiling medical records and completing the forms, we make an administration charge for dealing with each claim; costs depend on the type of claim we are submitting. Please ask for further information and charges. There is also a fee if we are involved in a claim dispute or other policy matters.

Returned medicines

Under the terms of the Medicines Act, we are not allowed to accept returned/unused medications. On some occasions we are able to dispose of some medications and there may be a charge for this.

Repeat prescriptions

Please give a MINIMUM of 24 hours' notice by telephone or in person. Requests made on a Friday may not be available until the following week. Veterinary regulations require us to re-examine your pet at least every 3-6 months. Written prescriptions are available and there is a charge for this service.

Complaints and standards

Whilst we hope you will never have to complain about the standards of service you and your pet receive at our practice, should you feel there is something you wish to bring to our attention, please contact either your Veterinary Surgeon or our Practice Manager in the first instance. If a member of staff has done a good job for you and your pet, please let us know so we can pass the praise to the right person.

Ownership of records

Case records, x-rays and similar are the property of and will be retained by Portchester Vets. Even though a charge has been made for carrying out investigations and interpreting the results, ownership of the resulting record remains the property of the practice. Upon request, history and images can be shared.

Variations in terms and conditions of business

No addition of variation of these conditions will bind the Practice unless specifically agreed in writing by Portchester Vets. Additionally, no agent or person employed by or under contract with the Practice has the authority to vary these terms and conditions in any way.

Vaccinations reminders etc

We will make every effort to send you a reminder by your chosen method (Text/email/post) of your pet's vaccine but the responsibility to keep them up to date remains with you, as owner. Reminder delivery can fail and so you should keep a note of the dates when this is due.

Data protection

Personal information shared with us is held in accordance with GDPR 2018. We will never sell or share it with third parties. Further information on our privacy policy can be found on our website www.portchestervets.co.uk.