



St Vincents Veterinary Surgery

9 Crescent Road, Wokingham, RG40 2DB Tel (0118) 979 3200 Fax (0118) 979 2377
Mr Michael Morrow BSc BVSc MRCVS

TERMS OF BUSINESS

We would like to welcome you to the practice and would ask that you take a few moments to read the following Terms of Business. We aim to provide a consistently high level of clinical care for our patients, as well as a personal and understanding environment for both patients and owners. Should you require clarification or explanation of any of the following points, please contact Michael Morrow directly.

1. Fees and payment

- All fees, diets and drugs are subject to VAT at the current rate.
- You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.
- We will endeavour to provide estimates for procedures and treatments. Please understand that these will vary according to the type and length of procedure involved, and will normally therefore be an estimate rather than a fixed quotation. Please ask if you require a written estimate.
- Accounts are to be settled in full on discharge or at time of treatment. Should you have any concerns with regard to payment, please advise the staff prior to consenting to treatment for your pet. Please note that part payment of any account can only be sanctioned by Michael Morrow.
- You may settle the account by cash, credit/debit card or cheque with current banker card.
- Should an account not be settled, a reminder will be sent out with an additional accounting fee in respect of administrative costs incurred. If after due notice to you the client the account remains overdue, the account will be referred to a Debt Collection Agency and further costs will be incurred in respect of this action.

2. Insurance

- There are many pet insurance providers on the market these days.
- Please feel free to ask us for advice about pet insurance in general.
- Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company. We will complete the claim form and copy invoices for you. **There is currently no fee for this service.**
- In exceptional circumstances and with prior approval by the management a direct claim can be made on your behalf. **There will be a fee associated with this service.** Please ask at reception for details.

3. Consultations

- Consultations are by appointment only, during a morning and an afternoon session Monday to Friday, and morning only on Saturdays.
- Emergency appointments can be made at short notice and will take precedent over routine appointments.
- Out of hours cover will be provided (please see below).

4. House visits
 - We are able to provide house visits if required. These will be by arrangement only and, while we will try to be as accommodating as possible, any inpatients or cases at the surgery will take precedent. House visits will incur an additional fee dependant on the time of day.

5. Out of hours care
 - This service is for bona fide clients of St Vincents Veterinary Surgery.
 - Please call the practice and listen to the recorded message for contact details.
 - There will be an out of hours surcharge should we need to see your pet.
 - Michael Morrow will try to be available as much as possible, but when he is unable to see to a case the client will be referred to an alternative out of hours practice.
 - Please remember that this service is for emergency care only. Routine cases or queries should be addressed during normal hours.
 - Clients should be aware that we consider it in the best interests of the injured animal to be seen at the practice or out of hours centre rather than at home in order to provide effective and rapid treatment of the patient.

6. Disabled clients
 - We will make every effort to accommodate all persons wishing to visit the practice. Should you have any concerns about the accessibility of the practice, please contact Michael Morrow.
 - For people who are unable to attend the practice, we will be able to offer house visits by arrangement. Please ask for details.

7. Ownership of records
 - Case records, including notes, radiographs and similar documents are the property of, and will be retained by, St Vincents Veterinary Surgery. Copies with a summary of the history will be passed on to another veterinary surgery taking over the case.
 - The charge for radiographs and similar investigations is for the procedure and interpretation of the procedures. The physical record /radiograph remains part of the clinical history for the patient and will be retained by the practice.

8. Complaints and standards
 - We hope that you never have recourse to complain about the standards of service received at St Vincents Veterinary Surgery. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Michael Morrow, and we will endeavour to respond as soon as possible.

9. Supply of Prescription only Medications
 - If you require a written prescription for medications for your animal please ask the duty vet about the current terms and conditions.

Disclaimer

No addition or variation for these conditions will bind the practice, unless it is specifically agreed in writing and signed by Michael Morrow. No agent or person employed by, or acting under contract with, the practice has the authority to alter or vary these conditions in any way.