

# New Client Information



ORCHARD ROAD INDUSTRIAL ESTATE STRABANE

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## Welcome to Parkview Vet Clinic!

We look forward to meeting you and your pet and providing you with the best veterinary care possible.



## Client information

### CONSULTATIONS

Consultations with our vets is by appointment only. We offer appointment times throughout the day, so we can arrange a time to suit you. Please contact us by phone initially to arrange on 028 71 382636 for our Strabane branch, or 028 816 71298 for our Castledearg branch.

### OUT OF HOURS AND EMERGENCIES

We are an independent practice and therefore our Out of Hours and Emergency Service is covered by our own vets, so you don't have to travel long distances with a sick pet. To contact the Out of Hours emergency Service please phone the practice on 028 71 382 636 to speak to the on call vet directly. Most out of hours emergency cases will be seen in the Strabane practice. There is an additional fee for out of hours service, which the vet will be able to advise you of. This is to ensure that we are able to continue to provide our 24/7 emergency service efficiently.

### CARE OF IN PATIENTS

After our premises closes at 6pm, all patients are handed over to the care of the on call veterinary team, who will have been briefed on your pet's condition and requirements for their overnight stay. There are no vets or nurses staying on the premises at night, because of Health and Safety guidelines within the business complex where we are located. However your pet will be checked at regular intervals throughout the night as deemed necessary by the on call team.

### FEE AND PRICING STRUCTURES

Where we can, and on your request, we can provide a treatment plan for the supply of veterinary services. This will be following an initial consultation and in advance of any further treatment. It will provide an estimate regarding the likely costs of treatment. In an emergency, we reserve the right to provide such Veterinary Services as are reasonably necessary, in the professional judgement of the veterinary surgeon providing the Veterinary services without first agreeing a treatment plan. Please note that any estimate given is only an approximation of the costs or treatment required. If it appears that our original estimate will be exceeded, then the veterinary surgeon responsible for providing the veterinary services will discuss any fee increase with you before further procedures are undertaken (the exception to this is in the event of an emergency and at the professional discretion of the responsible vet, acting in the best interest of your pet).

## PAYMENT

All veterinary services and products provided by us shall be charged in accordance with our current price list. This is available on request and is subject to change without notice. If you have any questions regarding the charges incurred, you should consult the Vet in charge of your pet's treatment or their staff for clarification. There may be a charge for admin services such as processing claim forms, export certs, referrals etc.

Our normal practice policy is that payment is made in full by you at the time of provision of the Veterinary Service or products. This is either at the end of the consultation, the discharge of your pet or upon collection of products. We may at our discretion agree that you may delay the payment of an invoice until recovery of the sum is obtained from your insurer for such reasonable period as we may agree in writing

We accept direct insurance claims at the discretion of the practice manager. A direct insurance claim is one where you do not pay us the full amount, but just the excess and fees not covered by your insurance policy. In the event that all or part of your insurance claim is not paid by the insurance company, you will be liable for the outstanding balance.

If you are unable to pay for the Veterinary Services, we are only obliged to fulfil our minimum legal responsibilities and professional obligations in respect of your pet.

## REPEAT PRESCRIPTIONS

Prescriptions are available from this practice. You may obtain prescription only medicines (POM-Vs) from us or ask for a prescription and obtain these medicines from another vet or pharmacy.

We can only supply the medication if:-

The vet caring for your pet has authorised the repeat prescription if the animal is under our care

The general policy of this practice is to reassess an animal requiring repeat prescriptions every 3 months, but this may vary with individual circumstances.

There will be a charge for such repeat prescriptions to cover the time, responsibility and professional insurance costs involved. The standard charge for re examination is £15.00.

## PET INSURANCE

We may advocate pet insurance, but any contract of insurance is between you and your insurer, please refer to their terms and conditions.

## COMPLAINTS

We hope that you will be satisfied with the services and products we supply. In the event that you are dissatisfied in the first instance you should contact a Director or Practice Manager to discuss your concerns and they shall endeavour to address any issues arising.

You can also refer to our complaints policy, which we can provide you with at the practice or on our website.

In the case of a complaint, we may share your information with our insurers or professional indemnity providers if we believe that this will enable us to resolve your complaint more effectively.

## FEEDBACK

If you have any general comments please email the practice (address on our website) or write to the practice either via post or hand in to reception.

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