



Pawsitive Vet Care
Home Visit Vet

Terms and conditions of business

Pawsitive Vet Care is the trade name of sole trader Helen Perryman. We provide home visits for non-critically ill small animal patients. The health and welfare of your pet is our prime concern and responsibility. We work closely with Medivet Leamington 24 hours to ensure ongoing care for your pet in the case of more in-depth or out of hours clinical care being required. For information on their terms and conditions, please visit www.medivet.co.uk

These terms and conditions complement and do not replace the terms and conditions for specific services (e.g. our Wellbeing plans).

We use Digitail software to store client information and pet medical records. Please visit <https://pet.digitail.io/terms-and-conditions/> for their terms and conditions.

Fees

There is no NHS for pets, so veterinary practices provide private health care. The fees reflect the expertise of staff and fund equipment, facilities, services and medications. We aim to keep our fees reasonable and transparent while reflecting the quality of service provided.

Payment is expected at the time of treatment. You will receive an itemised invoice for every transaction with us. We only accept payment by card (Debit cards, Visa, MasterCard, or American Express) unless agreed by prior arrangement. Where finance is a concern, we ask that you discuss this at the time of booking your appointment.

Unpaid accounts will be followed up within 28 days and failure to make payment may result in the account being referred to debt collection agencies. Any further costs incurred with chasing up unpaid accounts will be added to the initial fee.

Pet insurance

We strongly recommend insuring your pet against unforeseen illness or accident. We advise 'lifetime' pet cover. Please always check your insurance company's terms and conditions. Please be aware that unless a "direct insurance claim" has been agreed by the practice in advance then you remain responsible for settling your account and then reclaiming the fees from your Insurance Company. We can only complete claim forms

for treatment and services we have provided. Forms will usually be posted back to you after 7 working days. We may charge a small fee to cover administration costs.

Ownership of Records

All case records, diagnostic test results and interpretation remain the property of Pawsitive Vet Care. Copies may be forwarded to another veterinary surgeon involved in your pet's care on request. The practice operates controls on personal details and client records in accordance with the General Data Protection Regulations.

Prescription Only Medication (POM-V)

During the course of your pet's treatment they may be prescribed a Prescription Only Medication. These medications can be purchased from Pawsitive Vet Care or with a prescription at any licensed pharmacist stocking the appropriate veterinary licensed medication. We are happy to and encourage providing a written prescription to enable you to purchase the medication from a pharmacist. A prescription fee is applied to cover the service and administration costs. Please give at least 5 working days notice for the collection of medicines or prescriptions.

We will only sign prescriptions generated by our computer system. Under current UK law this prescription must then be presented to a registered pharmacist who will in turn apply their own charges. Substitution of human medications or non-licensed medications for veterinary licensed ones is illegal. We will not accept any responsibility for any medications not dispensed from our pharmacy as we have no control over external pharmacies.

No pharmacy, including ours, can give a refund on any medication once purchased. We can, however, take medicines back for safe disposal if they have been prescribed by us. If your pet requires regular long-term medication, current law and RCVS rules require us to examine them at regular intervals determined by the type of drug but this is expected to be at least every 6 months (12 months for certain flea and worming treatments).

Medication posted to clients will be subject to a Post & Packing charge.

Complaints

We endeavour to always provide the highest standard of veterinary care for our clients and their pets and hope you never have reason to complain about the standard of service you receive from Pawsitive Vet Care. However, if you do have a complaint or would like to make us aware of any area where you feel we could improve our service, please direct your comments to the Sole Principal of the Practice – Dr Helen Perryman BVetMed MRCVS at helenp@pawsitivevetcare.co.uk.

This document was last updated on 24th September 2020