

# Prymak Referrals Limited

## Terms and Conditions of Business

Thank you for entrusting the care of your pet to the team at Prymak Referrals. The following document details our terms and conditions. Please ask for clarification on any of the points below if required.

### FEES & ESTIMATES

All fees, diets and drug charges are subject to VAT at the current rate. We are happy to provide a written estimate regarding the anticipated costs of investigations, surgical procedures and/or course of treatment. Any estimate given can only be approximate, the final invoice may be above or below the original estimate depending upon clinical circumstances, complications, additional diagnoses etc. Where possible we will ensure clients are kept updated when costs are likely to exceed the original estimate. Please note that there is a charge for follow-up consultations. Where large costs are incurred we may ask for an interim payment part way through treatment.

### PAYMENT TERMS & LATE PAYMENT

Payment, in full, is expected at the time of consultation, at discharge of your pet or upon the collection of medication/products unless otherwise agreed with Caroline Prymak. Payment can be made by cash, cheque with a banker's card, electronic bank transfer or credit/debit card details can be taken for processing at our office. We are unable to accept American Express. Any cheque returned by our bank as unpaid will result in the account being restored to the original sum with the addition of further charges in respect of bank charges and administration costs. If, for any reason, you are unable to settle your account as agreed, we ask you to discuss the matter with us as soon as possible. Please note that instalments or part payments of any account may ONLY be sanctioned with the express permission of Caroline Prymak.

Should your account not be settled an invoice or statement will be sent either by email, post or both. If payment has not been received within 30 days your account will begin to incur late payment fees. The fees as of October 2015 are as follows:

Overdue account under £1000: £10 per month

Overdue account over £1000: 1% of the total outstanding amount per month.

A maximum of two reminders will be sent providing due notice of further action. Overdue accounts will be referred to a Debt Collection Agency. An administration fee of £25 will be charged to your account in addition to any costs incurred by us in pursuing the debt, including fees levied by the debt collection agency and court fees.

### PET INSURANCE

We strongly recommend insuring your pet against illness and accidents. The insurance policy contract is between the policy holder and the insurance company and we can therefore not be held responsible for a claim being refused. We usually require our fees to be settled in full by yourself however in some circumstances and subject to strict conditions we may agree to submit a direct insurance policy claim on your behalf. More information on this can be found in our Pet Insurance Claims – Information for Clients leaflet. Please advise us as early as possible if a direct claim is required.

### CONSENT

Written signed consent is required for all admissions and procedures. This is an important legal document so please read it carefully before signing. Where possible any alterations to the planned procedure will be agreed prior to action being taken however this may not be possible in emergency situations where immediate action is necessary or inability to contact the owner. Prymak referrals reserve the right to repeat procedures that may have been performed by the referring veterinary surgeon (such as ultrasound, radiographs, blood tests etc.) as part of our own investigations.

### USE OF OFF-LICENCE MEDICATIONS

There may be occasions when it is necessary to use a human medication or veterinary medications which may not be specifically authorised for use in that particular species or condition (so called off-

licence medications). In accepting these terms and conditions you are giving permission for use of such medications. The prescribing veterinary surgeon will explain their use upon dispensing.

### PRESCRIPTIONS

Prescriptions are available from Prymak Referrals. You may obtain POM Vs (Prescription Only Medicines Category V) directly from us as prescribed from the veterinary surgeon or you may request a written prescription and obtain these medications from another veterinary surgeon or pharmacy. A written prescription may not be appropriate if your pet is an in-patient or immediate treatment is necessary. Written prescriptions may be subject to an administration fee and we cannot take responsibility for medications purchased elsewhere.

We can accept unused medication for disposal only. Drugs that have been dispensed are no longer fit for resale therefore no refund can be issued.

Due to prescribing regulations a three month limit has been determined as an acceptable limit to our 'period of care'. Beyond this time direct advice or medication can only be given after a re-examination. We can still advise your primary veterinary surgeon who may also wish to examine your pet.

### CLIENT DATA AND CONFIDENTIALITY

The Data Protection Acts 1984 and 1999 give anyone the right to be informed about any personal data relating to themselves on payment of an administration charge. At the request of a client we will provide copies of relevant clinical records, including any clinical history we have received from the referring practice.

In normal circumstances we will not disclose to any third party any information about a client or their animal either given by the client, or revealed by clinical examination or by post-mortem examination. Permission to pass on confidential information may be expressed, either verbally or in writing, usually in response to a request. Permission may also be implied from circumstances, for example in the making of a pet insurance claim when the insurance company becomes entitled to receive all information relevant to the claim and to seek clarification if required.

Telephone calls may be recorded for training and monitoring purposes.

### OWNERSHIP OF CLINICAL RECORDS AND DIAGNOSTIC IMAGES

In accordance with Royal College of Veterinary Surgeons guidelines: Clinical and client records, including radiographic images and similar documents, are the property of, and should be retained by Prymak Referrals in the interests of animal welfare and for our own records. Where a client has been specifically charged and has paid for radiographic images or other reports, they are legally entitled to copies and these will be provided upon request. Fees charged by Prymak Referrals for diagnostic imaging are for the materials used, professional time and interpretation. All originals remain the property of Prymak Referral Ltd.

### SOCIAL MEDIA AND MARKETING

Photographs of your pet and case treatment details may on occasion be used for social media, marketing or training purposes, please let us know if you would prefer this not to happen.

### TERMINATION OF CONTRACT

Clients have the right to withdraw their pet from our care at any time unless this is deemed by the veterinary surgeon to lead to undue suffering. We request that all charges to date be met at the time of discharge from our care.

### COMPLAINTS

Veterinary Surgeons and Veterinary Nurses must comply with the Royal College of Veterinary Surgeons (RCVS) Code of Professional Conduct. We aim to offer the highest standards of patient and client care at all times and as such we hope that you do not find the need to complain about the standard of service you received from us. However, if you feel that there is recourse to complain please bring your concerns to the attention of Caroline Prymak or email your concerns to [office@prymakreferrals.com](mailto:office@prymakreferrals.com) asking for a copy of our complaints procedure.