



Welcome to the Small Animal Referral Hospital our reception team will have contacted you to arrange an appointment with our Canine Medicine Team. Your appointment date and time will have been confirmed in an email shortly after booking.

Listed below is some additional information that will be useful for your visit:

- The teleconsult will usually last between 30 minutes to an hour.
- As we are a teaching hospital, final year veterinary students will take part in the consultation under appropriate supervision.
- Your consultation fee will be £265. This will be discounted from our normal consultation fee of £320 should your pet come to see us for an in-person consult. Any costs for investigation or treatment will be discussed during your consultation. Please note for Oncology, Behaviour, Physiotherapy or Brachycephalic Clinic (BOAS) see their respective welcome pack for prices.
- We can manage direct claims for pet insurance, please note this incurs a £25 administration fee.

Please find below your pre-appointment check list:

- If you are having a Zoom consultation, please ensure you have installed Zoom on your device before the appointment begins: <https://zoom.us/>
- Ahead of your visit we will process an insurance fee if you are doing a direct claim or the consultation fee if you are settling yourself.

If you are unable to attend this appointment or have any queries or concerns, please do not hesitate to contact us on 0117 394 0513.

Thank you for choosing Langford Vets. We look forward to welcoming you and your pet to the Small Animal Referral Hospital.

Kind Regards,

The Small Animal Hospital Reception Team

With incidents of fraud on the increase, Langford Vets would like to reassure you that we will never ask you to make a payment over the telephone without you receiving an invoice for your pet's treatment first. If you receive an unexpected call from Langford Vets requesting payment and you have not received an invoice, please get in touch with us before making a payment over the phone. You can call us back on **0117 394 0513** option 1, to check that it is really us calling if you are ever unsure about a phone call you have received.

Prices include VAT and correct as at 01/08/23, these are indicative and subject to change

Updated Aug 2023

Small Animal Referral Hospital, Langford Vets, Langford, BS40 5DU
T: 0117 394 0513 • E: sah@langfordvets.co.uk • W: langfordvets.co.uk

Limited Company, Incorporated in England and Wales No: 06798554

Langford Veterinary Services Ltd is a wholly owned subsidiary of the University of Bristol

FAQs:

When will my pet be seen at Langford Vets?

We aim to provide a provisional treatment date at time of booking to give you an idea of when an in-person consultation will be available if required. A teleconsult does not delay this appointment.

Will my pet need to be present for the teleconsult?

Not usually. It would be nice for the clinician to meet your pet, but it is not always clinically necessary as the primary aim is to discuss the case with you. If you need to attend the teleconsult from work or away from home this shouldn't be a problem.

Why can't you see me in person?

We would love to see you in person; we use teleconsults as the first step tool to triage internal medicine referrals so we can plan the investigations and treatment accordingly. We also use this opportunity to discuss what to expect during an in-person consultation.

Why do I need another consult, I've already had one at my referring vet?

As we are a referral hospital our clinicians need to discuss the referral with you and may ask for more specific information not covered by your referring vet. We also need to ensure that you understand everything fully so that you can give informed consent for any procedures.

What are the advantages of a teleconsult?

- **No need to travel unnecessarily:** not all referrals need to be seen in person at Langford, some can be given treatment plans which can be carried out at home with the support of your referring vet. Some animals become stressed during travel so a virtual consultation can help eliminate the need for a potentially stressful journey for your pet unnecessarily.
- **Reduced waiting times:** a virtual consultation means that if a visit to Langford Vets is required, we can plan and schedule investigations and treatments ahead of time. This enables us to be more accurate when estimating the length of time your pet may need to be hospitalised.
- **Financial planning:** once you have discussed your pet with our clinicians, we can provide a detailed estimate for potential investigations and treatment. This helps owners to consider their payment options and enables us to complete insurance pre-authorisations where needed.
- **Reduced pet stress:** A virtual assessment in the comfort of their own home before a visit to Langford Vets can help reduce pet stress levels and can also mean fewer visits to Langford in the long run.

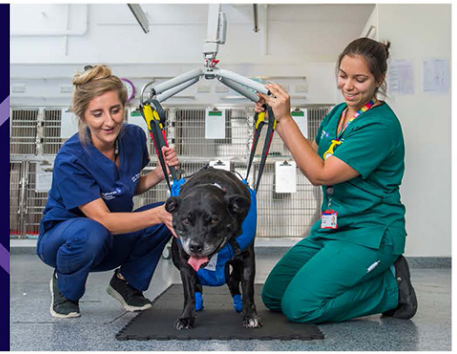
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Insurance claims

Please make sure you have read your full insurance policy schedule before attending your appointment



We're here to help guide you through the process of making an insurance claim

If you are paying for your pet's treatment through insurance, then you need to liaise closely with your insurance provider throughout your pet's treatment. You should be aware of the terms and conditions of your policy and let us know if there are limitations.

When you attend the hospital with your pet, please make sure you bring the following:

- Insurance Claim Form
- Your policy document

Referrals

- Your insurance company will require a claim and medical history from the practice that referred your animal to us
- Some insurance companies will not process our claim until they have received the claim and medical history from the referring practice. It is therefore important that you ensure your referring practice has submitted their claim form to your insurance company.

Excess

This is a payment which must be paid by you, regardless of whether you are making an Indirect or Direct claim.

- It is charged per condition
- If your policy runs into a new policy year whilst making a claim you may be required to pay another excess
- Some policies charge a percentage excess on the total of each claimed amount as well as a fixed excess

There are two main ways to claim through your insurance provider, indirect claim or direct claim.

Indirect claims

When your insurance company reimburses you

What we need from you

- Your treatments must be paid for before your claim can be processed
- No admin fee will be required from you for an indirect claim
- You must provide a claim form, or an email link from your insurance company
- Claim forms must have all relevant policyholder sections completed

What we will do

- We will complete your claim form and have it signed by an authorised member of staff
- We will aim to send it to your insurance company within five working days from payment of your invoice, if you have completed the relevant insurance form as requested or provided your claim reference for ongoing claims
- We send notes, case report and any other required information to the insurance company

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Insurance claims



Direct claims

When your insurance company reimburses us.

What we need from you

- An admin fee is charged per claim and is payable every six weeks (or three months for ongoing dermatology cases)
- You must provide a claim form, or email link from your insurance company, for each visit.
- Claim forms must have all policyholder sections completed
- All forms must be signed and dated in the relevant sections stating that payment comes direct to us (Langford Veterinary Services)
- At your initial visit you must provide us with a copy of your valid insurance certificate or schedule, which shows the limit on the policy, the excess amount, the start date and any exclusions that may exist. You will also be asked to pay any excess.
- Prior to your first Langford Vets visit we ask that you contact your insurance company to give permission for us to speak with them about your policy and outstanding claims

What we will do

- We will complete your claim form and have it signed by an authorised staff member
- We will write to you and inform you if we have not received payment from your insurance company.
- We send notes, case report and any other required information to the insurance company
- We will facilitate your claim with your insurance company to ensure it is progressing

Please note:

- It is your responsibility to settle your account after 60 days if the insurance company has not reimbursed us by then.
- By offering a direct claim we are not creating a contract between ourselves and the insurance company – responsibility for any amounts not paid by the insurance company remain with you, and are required to be settled promptly after insurance monies have been paid, in line with our standard terms of business (included in your welcome pack)

Pre-authorisation

This is when your claim is pre-agreed with the insurance company before treatment of your animal commences.

- If your insurance company allows pre-authorisation and time permits, you should obtain pre-authorisation for your peace of mind
- Some insurance companies insist on pre-authorisation before any treatment, or if treatment is expected to be over a certain value
- It takes 10 working days to process a pre-authorisation with your insurance company
- Some insurance companies do not allow you to do a pre-authorisation; you should seek advice directly from your insurer



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Langford Vets

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your animal to Langford Veterinary Services Ltd (Langford Vets). We aim to provide the highest standards of care for all animals under our care. We will endeavour to communicate effectively with you regarding the treatment of your animal. For more information visit our website at www.langfordvets.co.uk

The information below details our Business Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

Fees

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. You will receive a detailed fee note for consultations, surgical procedures or any transaction with us. No drugs or food will be dispensed without payment.

Methods of Payment

Accounts are due for settlement at the end of the consultation even if your animal is insured (see below under Animal Health Insurance), unless otherwise agreed with the Credit Control Department, or at the discharge of your animal or upon collection of drugs or diets. You may settle the account using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta

Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. It will not include costs of medications or any complications arising from treatment. Please bear in mind that any estimate given can only be approximate – often an animal's illness will not follow a conventional course.

Settlement Terms

Your account should be settled at time of discharge, whether your animal is insured or not. Should the account not be settled, then an invoice will be sent with an additional accounting fee in respect of administrative costs. Any direct insurance claims must be agreed before treatment starts, see below under Animal Health Insurance.

You will be expected to pay on demand on an indemnity basis, without deduction of any legal or other reasonable costs, fees or expenses of whatever nature incurred by Langford Vets in connection with or in contemplation of any non-payment of your account by you.

All appointments will be charged for unless an hours notice is given of cancellation. It is at the vet's discretion not to charge for a consultation.

After due notice to you overdue amounts will be referred to the County Court and further charges will be levied in respect of costs incurred in collecting the debt. Any cheque returned by our bank

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as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs, together with interest on the principal sum.

Animal Health Insurance

Langford Vets strongly support the principle of insuring your animal against unexpected illness or accidents. Although your animal may be insured, please be aware that it is your responsibility to settle your account within 60 days, even if we are doing a direct claim for you. Generally you should reclaim the fees from your insurance company. You will need to bring the following to your first appointment:

- your valid policy document and
- a claim form

At reception, you will be requested to ring your insurance company to grant us authorisation to speak to them about your claim. There is fee for administrating the insurance claim and you will need a new claim form for every time you visit the hospital or practice.

If you wish us to claim directly, you must first obtain prior agreement from Langford Vets. Please contact reception to discuss details before treatment. For further details, please look at our website or contact reception.

Limit on Liability

The prices charged by us are based on a limit on our liability of £250,000 per claim (or for a series of related claims) as a result of our negligence or breach of contract. If this limit is less than the value of the animal you are advised to make your own insurance arrangements to cover the full loss. We do not accept liability where the loss arises out of your failure to notify us of any condition, ailment or allergy of which you had knowledge which would not have been apparent on reasonable examination by a veterinary practitioner. This limit shall not apply to the extent the law does not allow us to limit or exclude our liability.

Vaccine Reminders – only for first-opinion practices

We will endeavour to send you vaccine reminders, however, we recommend that you keep a note of when your animal is due their annual vaccination. However, we do not accept responsibility for missed vaccinations.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service received from Langford Vets. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to reception who will endeavour to resolve the matter. If it is felt appropriate your complaint will be escalated to the appropriate manager.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Langford

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Vets, you can contact the RCVS on their website www.rcvs.org.uk for further details about making a complaint.

Ownership of Clinical Records, Radiographs and Similar Records

Case records including radiographs and similar documents are the property of and will be retained by Langford Vets as part of the clinical record of your animal. A summary of the history will be passed to another veterinary surgeon taking over the case on request. Should copies of radiographs etc. be required, a charge will be made for these.

General Data Protection Regulations

The General Data Protection Regulations (GDPR) as it applies to professional and client records. Your personal data records will be kept confidential to Langford Vets. We may, however, use your contact details for marketing purposes if you have given your consent. Please refer to our privacy notice on our website www.langfordvets.co.uk for full details.

Termination of Service Delivery

We maintain the right to terminate delivery of our services to you as a client should the trust between parties have sufficiently broken down that further delivery would be unfeasible. In this unlikely circumstance, we will send a letter to you confirming the termination and its date. We will cover emergency treatment only for your animal for a further two weeks after the date of the letter in order to allow you to find another practice to care for your animal. We will transfer the relevant clinical records to the new practice.

Prescriptions

All clients have a right to ask for a prescription. You may obtain Prescription Only Medicines, Category V, (POM V's) from your veterinary surgeon OR ask for a prescription to obtain these medicines from another veterinary surgeon or a pharmacy. Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

You can be informed, on request, of the price of any medicine that may be prescribed to your animal.

We kindly request that you, the client, give us 24 hours notice for a repeat drug and food collection. Any drugs, once made up, will be charged for whether collected or not.

Repeat Prescriptions

The general policy of this practice is to re-assess an animal requiring repeat prescriptions usually every three months, but this may vary with individual circumstances. A re-examination fee will be charged.

Disclaimer

No addition or variation of these conditions will bind Langford Vets unless it is specifically agreed in writing and signed by a member of the Langford Vets senior management team. No agent or person employed by, or under contract with, Langford Vets has the authority to alter or vary these conditions in anyway.

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