



# HEATHFIELDVETS

## NEW CLIENT REGISTRATION FORM

Your Name	
House Name/number	
Street	
Town	
County	
Postcode	
Home tel number	
Daytime tel number	
email address	
Mobile	
Any other contact number	
Previous address – if you have recently moved.	
Previous vet (if applicable)	
Area	
Telephone number	

### HOW DID YOU HEAR OF US?

We would be grateful if you could let us know by ticking one of the items below:

- Yellow Pages
- Yell.com
- BT Phone book
- Word of mouth
- Our Website
- Other (please specify)

### WHERE DID YOU FIND OUR TELEPHONE NUMBER?

We would be grateful if you could let us know by ticking one of the items below:

- Yellow Pages
- Yell.com
- BT Phone book
- A friend or neighbour
- Our Website
- Other (please specify)

<b>Your 1st animal's name</b>	
Species (e.g. – dog, cat etc)	
Breed	
Colour	
Sex /neutered?	
Age	
Insured? (Yes or No)	
Insurance company	
Microchip or ID no	
Last vaccination date	
Vaccination type (if known)	

<b>Your 2<sup>nd</sup> animal's name</b>	
Species (e.g. – dog, cat etc)	
Breed	
Colour	
Sex/neutered?	
Age	
Insured	
Insurance company	
Microchip or ID no	
Last vaccination date	
Vaccination type (if known)	

<b>Your 3<sup>rd</sup> animal's name</b>	
Species (e.g. – dog, cat etc)	
Breed	
Colour	
Sex /neutered?	
Age	
Insured? (Yes or No)	
Insurance company	
Microchip or ID no	
Last vaccination date	
Vaccination type (if known)	

<b>Your 4<sup>th</sup> animal's name</b>	
Species (e.g. – dog, cat etc)	
Breed	
Colour	
Sex /neutered?	
Age	
Insured? (Yes or No)	
Insurance company	
Microchip or ID no	
Last vaccination date	
Vaccination type (if known)	

Would you like further information about pet insurance? Yes / No

## Declaration

I have read and understand the terms and conditions overleaf. I understand that my animal/'s case histories will be requested from my previous vet (if applicable) and that all accounts must be settled at the time of consultation or on collection of my pet if hospitalised. I confirm that I am resident at the above address and that I am responsible for any account raised should I require an agent, friend or family member to act on my behalf.

Signed  Tick if completing on line

Date

## TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to HeathfieldVets Ltd. The following details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/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. Our routine fee list is displayed in the waiting area. You will receive a detailed invoice for every consultation, surgical procedure or transaction with us.

### METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- \* CASH
- \* CHEQUE with current Banker card
- \* CREDIT/DEBIT CARD - Mastercard, Visa, Delta, Switch

### ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness will not follow a conventional course.

### DISPENSING AND PRESCRIPTIONS

A prescription may be obtained from your vet in order that you can purchase drugs from a pharmacy or another veterinary surgeon.

A prescription may not be appropriate if your animal is an inpatient or immediate treatment is necessary.

Your veterinary surgeon may only prescribe Prescription Only Medicines Category V (POM V's) for animals under his or her care. The policy of this practice is to re-assess animals requiring repeat prescriptions every 3 - 6 months, but this may vary with individual animals, according to age and health status. For routine prophylactic treatment (ie flea or worm treatments) it is practice policy to re-assess annually.

### SETTLEMENT TERMS

Any account not settled within 30 days will result in reminders being sent. Balances outstanding longer than 60 days may incur a 1.5 % charge monthly. With due notice to you, the client, unpaid accounts may be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned by our Bank 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.

### PET HEALTH INSURANCE

We strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company. A small charge will be levied for completion of insurance claim forms to cover our administration costs.

### INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part-payments of any account may ONLY be sanctioned with the express permission of the Practice Manager.

### COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from HeathfieldVets Ltd. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager.

### OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a X-radiograph, remains with the practice.

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