

Money Matters



We understand that the cost of health care is a major consideration for pet owners. At Heathfield Vets we believe in charging a fair price for the care we offer, our prices are clearly displayed in reception and we work hard to ensure that we deliver excellent value for money through the high standards of veterinary care and customer service that we provide.

We will always list drugs and consultation fees as a fully itemised bill, so that you can see exactly how your account is made up. If you think a mistake has been made, please discuss the problem with one of our receptionists so that it can be rectified. Otherwise, prompt payment at the time of consultation is appreciated.

We are happy to accept payment by cash, cheque, credit and debit cards at reception.

Credit and debit cards may also be used for payment over the telephone.

Whilst we work hard to keep costs down, a number of factors must be considered:

- Health care for animals requires the same level of training, skill and hygiene as for humans, but in addition we must consider the needs of many different species.
- The costs of running a veterinary practice are extremely high: we receive no funding, grants or subsidies, and there is no National Health Service for animals.
- In addition to covering normal business overheads, we must allow for ever-increasing drug bills as well as investment in specialised equipment and facilities in order to benefit our patients and their owners.
- Inevitably, out of hours consultations or visits carry a surcharge as we must provide a 24 hour emergency service every day of the year, with trained staff always on duty.
- All of our staff undergo constant training so that we are able to provide the highest level of service.

We are always happy to give an estimate before starting any treatment, however it is not always possible to foresee the exact nature or extent of some conditions, so regular updates will be given as treatment progresses.

Insurance

We recommend that you take out healthcare insurance for your pet. This is an economical way to ensure that you can afford the best possible treatment without having to make compromises due to financial concerns. Whilst we are not qualified to advise you on specific insurance policies, we can provide useful information to guide you, so please ask at reception. You can also find more information at www.insureyourpet.co.uk - an impartial pet insurance comparison site.

If you feel that payment might be a problem, please let us know at the outset so that we can work with you to come to a mutually acceptable solution, and discuss options such as staged payments.

