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## **Client Information/Terms and Conditions**

### **Office Opening Hours Pitlochry and Aberfeldy**

Monday – Friday            9 am – 5 pm  
Saturday and Sunday    Closed

### **Small Animal Consulting Hours Pitlochry and Aberfeldy – by appointment**

Monday – Friday 9am – 10am and 4.30pm – 5.30pm

At all other times please phone the surgery and a vet will arrange to see your pet at a convenient time.

Nurse Appointments by arrangement.

### **Facilities**

Heartland Vets are a first opinion veterinary practice operating out of 2 centres in Pitlochry and Aberfeldy. We treat all domestic pets as well as farm animals, horses and wild animals. Our aim is to provide a high quality, good value service to the communities of Highland Perthshire, with the health and welfare of our clients' animals being the priority. We have very good links with a full range of referral centres should specialist treatment be necessary. Both surgeries have car parking available.

There is in-house blood testing equipment in both branches. This facilitates rapid and accurate diagnosis of many conditions allowing prompt and appropriate treatment.

Both surgeries have ultrasound and x-ray facilities. At Pitlochry there is also rigid endoscopy. Both surgeries have ultrasonic scalers to treat your pet's teeth.

Our in house groomer will clip and bath your dog at either Pitlochry or Aberfeldy

House calls are by arrangement if necessary.

We have pet and equine healthcare plans available to spread and discount the cost of routine treatments.

## In-patients

As we do not have staff on site overnight we do not routinely keep patients in overnight. However, on occasion, the vet might recommend that a pet is kept in overnight for treatment (eg intravenous drip) or cage rest. On these occasions it will be fully explained why this is recommended and the amount of monitoring and communication that will be carried out in order that the client can provide informed consent to their pet being admitted overnight.

## Out of Hours/Emergency Service

Heartland Vets are pleased to provide their own Out of Hours service for their clients' convenience and continuity of care. The service will be provided at either Pitlochry or Aberfeldy depending on the on call vet's location at the time and their clinical assessment of the case. Please be aware that our vets can also be dealing with farm or equine cases when on call.

Out of hours our vets will answer the telephone. However, because of the geography of the area there are one or two locations with poor phone reception. On other occasions the vet may be occupied on a farm call and unable to answer. Please do leave a message and be assured that the vet will get back to you as soon as possible. **If you urgently need to speak to someone before the vet gets back to you then please call our answering service on the number given on the duty vet's answer message.**

## Fees

For domestic pets all fees should be paid at the time of treatment or invoicing.

For Pet Healthcare Plan Members there is a facility to pay a larger unexpected bill over a 4 month period.

Farm and Equine clients will be invoiced at the end of each calendar month and all accounts should be settled within 30 days of the statement date.

Small Animal Consultation Fee - £26.20 including VAT

Out of Hours Fees include a call back to surgery fee and out of hours consultation rate which starts at £96 up to £132 depending on the time of day.

## Other Services

Please contact the surgery for our advice on vaccinations, neutering, the Pets Travel Scheme, The Pet Healthcare Plan, The Equine Healthcare Plan, free weight checks and advice, dog food and any general enquiries

**Your feedback** is invaluable to us whether it is positive or negative as it will help us to improve our service. You can pass it informally to any member of staff or if you prefer to put it in writing please address it to **Alasdair Ryder** at the Pitlochry surgery address given above.

VAT Reg No 327 5677 30