**Welcome to Somerset Veterinary Emergency Clinic (SVEC)**

We are sorry that your pet is unwell, we appreciate this is a difficult time.

Our aim is to give your pet and you the best care.

In the event your pet is admitted to the hospital, or you were seen as an outpatient, please carefully read the following information:

* **Updates of inpatients:** we will update you routinely in the morning between 7-9am and the afternoon 3-6pm via call or text, to discuss your pet and his/her progress, treatment options and costs. If we have any concerns regarding your pet, we will call you outside these times. Please have your phone next to you during the night/day. Please do refrain from calling into the clinic during the night as the team will be busy with the inpatients and would like to concentrate on their care. We will call you if we have any concerns. If you haven’t received an update, please call after 9am. Please make sure we have a dedicated spokesperson we can discuss patient care with, who can relay the information to the rest of the family.
* **Collection of inpatients:** a discharge time will be arranged for you with a nurse; any ongoing medication and care will be discussed during this appointment. We ask you to settle the outstanding bill, in full, at the time of discharge.
* **Payment:** We ask for full payment for the consultation at the time of your initial visit. For all admitted patients we ask for a floating credit (down payment) minimum of £500. We will create an estimate and update you regularly on your bill. Every 24h we kindly ask for payment of the outstanding bill. We do not offer payment plans, but if cost is a concern, please discuss this openly with the vet at any time during the treatment of your pet.
* **Insurance:** We do not accept direct insurance claims out of hours (OOH), as we can’t ensure that all OOH costs are covered. We want to avoid situations where you will be liable for these unexpected costs. Insurance providers and pet insurance policies are being increasingly more selective as to what they will cover and pay for in the event of a claim. Below are examples of common exclusions. This list is not exhaustive, and it is important that you check your policy terms and conditions to understand what is and what is not covered by your policy. All policies will have some exclusions, the most common being pre-exiting conditions (those your pet has already suffered from before the insurance is taken out), anything relating to pregnancy or birth, and any routine, preventative or planned treatments (such as vaccinations, spaying etc). most policies have a medical exclusion period, often called a waiting period, which ranges from 10 to 30 days. It is important to understand that we, as your veterinary practice, do not decide whether a claim (or part of a claim) is accepted and paid for by your insurance company. That decision is made by your insurance provider and their veterinary assessors. Therefore, we cannot tell you whether a claim will be accepted or not, or which parts of a claim will be accepted or not. The insurance contract is between you and your insurance company; we are not party to that contract. As such we will not be held responsible for the acceptance and payment of claims, or parts of claims, made under your insurance policy. We will give you advice and information, help you make the claim and process the forms required. For more information visit the Association of British Insurers website [www.abi.org.uk](http://www.abi.org.uk/)
* **How to claim:** Please contact your insurance company and collect the relevant information, some insurers have online portals accessible by owners only, some by vets and some will need a signed hardcopy claim. Please send the relevant information, including your insurance policy number to : info@quantockvets.co.uk The processing of the claims in-house can take up to 15 working days. However, this can be delayed if we do not have the correct information and records are not in the policy holder's name. Administration fee £25 per claim and please note that claims will not be processed until payment is received.