

SHERIFFS HIGHWAY VETERINARY PRACTICE
VET 999 EMERGENCY VETERINARY SERVICE

PRACTICE PROTOCOL FOR CLIENTS WITH INSURED PETS

When you claim on your pet insurance policy it should be simple, straightforward and cause as little stress as possible to yourself.

We have put together some information to help make this process go as smoothly as we can for all our out of hours clients.

The information that follows is intended to help us do just that.

We are no longer able to do direct claims for clients how visit our practice out of hours.

- If your pet attends an emergency appointment or requires hospitalisation for treatment, all accounts must be paid in **FULL** at the time of consultation or when your pet leaves the practice.
- If your pet has insurance, please bring all insurance documents to your appointment/ pet collection from the practice. This will allow us to process your claim as soon as possible.
- **We require the policy cover note, as well as a fully filled out insurance claim form which has been signed and dated to pay you the client.**
- Insurance documents will be accepted at a later date but it will result in you waiting longer to be paid by your insurance company.

CLIENTS WHO ATTEND FROM OTHER PRACTICES

- If we are carrying out treatment on your pet which has started with your own vet please be sure to **tick the continuation box** on your insurance claim form.
- This ensures the insurance company knows the claims are linked and will not look to deduct a further excess from your settlement amount.