



New Era Friends Club

HOME VISITS & 24 HOUR
EMERGENCY SERVICE

T: 01534 730521 F: 01534 730581

W: www.neweravets.co.je



Dear

THANK YOU for giving us the opportunity to care for your pets. We provide veterinary care and advice from the New Era Veterinary Hospital on the outskirts of St. Helier, and from Leodis, our branch practice in St. Brelade.

The Hospital has the highest attainable RCVS accreditation within the Practice Standard Scheme in the UK, and indeed is the only veterinary practice to have achieved this status within the Channel Isles. This means that you can be assured that top quality treatment and advice are available for your pet 24 hours a day.

NEW ERA FRIENDS CLUB membership is available to all our small animal clients, whatever the age of your pet, giving you discount on vaccinations, worming and flea control – as well as discounts off the cost of preventative health care procedures and products that are not covered by a Pet Insurance policy. This booklet aims to provide you with all necessary information. However, if required, one of our nurses or reception staff will be happy to explain the benefits of being a Friends Club member.

APPOINTMENTS are conveniently available throughout the day with free parking provided. Please contact one of our team who are always willing to help with any enquiry. We would welcome the opportunity to show you around our hospital, so please don't hesitate to ask for a "guided tour" to be arranged for a mutually convenient time.

HOME VISITS are available along with our 24 Hour Emergency Service.

Furthermore, if we can be of any other assistance, please call us on 730521 or alternatively visit us online at: www.neweravets.co.je.

Yours sincerely,



Tim De Gruchy
Practice Manager



Why should I bring my pet to New Era Veterinary Hospital?

- We have looked after the Island's animals for over 80 years, and during that time the practice has grown both in size and in the range of skills/expertise we can offer.
- We are the only practice in the Channel Islands, with the facilities and standards that qualify us to be a RCVS recognised Tier 3 Veterinary Hospital, which is the highest standard that can be achieved in general practice.
- Our 24 hour emergency service means a vet is available to help your pet, day and night, 365 days a year. If your pet is admitted, they will receive "round the clock" care by qualified nurses, whenever they might need it.
- We try and make it as convenient as possible for you to see your vet. Consultations (by appointment) are available throughout the day from 8.30am until 7.30pm. Home visits can also be arranged. Convenient parking is available at both New Era and Leodis.
- Our team of experienced vets includes certificate holders in surgery, medicine and equine practice, and we have the facilities to back up their knowledge. This means our clients can access advanced procedures without needing to be referred to the UK.
- We also have a large team of dedicated nurses, who will care for your pet throughout their time with us. Whether your pet is having an anaesthetic, receiving nursing care in one of our 4 in-patient wards, or needing samples run in our in-house lab, it is reassuring to know a qualified nurse is in charge of their care. We can also offer a range of complementary therapies, including hydrotherapy, physiotherapy and acupuncture.
- Our support staff (including receptionists, telephonists and the accounts department) are here to help you in any way they can.
- Friends Club allows you to spread the cost of your pet's routine pet healthcare throughout the year, giving you a top-quality service at a reduced cost.
- When possible we offer suitable Promotions on a monthly basis that are advertised in house and on our website: www.neweravets.co.je



New Era 'Friends Club'

By joining the scheme, you are given a specific worming and flea prevention protocol to follow, more regular health checks for your pet and savings on other areas of preventative healthcare such as:

- Neutering operations
- Microchipping
- Rabies vaccinations
- Dental scaling and polishing

Finally, the costs of worming, flea control, vaccination and the health checks are spread over 12 months, by paying small monthly amounts via a direct debit scheme.

To summarise, the Friend's Club gives you:

- a structured plan to prevent flea and parasitic infection.
- a 10% discount on most preventative healthcare products and services (including neutering operations).
- easier budgeting of veterinary bills, by splitting your annual costs into 12 monthly payments.

So how does it work?

- It is best to start the scheme at or around the time of a vaccination. That vaccination is paid for as usual, but with a 10% discount. (You can also start at the time of a neutering operation, thereby saving 10%). Your direct debit payments then start the following month.
- You are then provided with enough worming and flea control products to last until your next check-up. These check-ups are every 3 months for dogs and cats less than 1 year old, and every 6 months for those older than 1 year.
- This cycle continues until your next vaccination is due.
- The worming and flea control products, check ups, and the next vaccination are all covered by the direct payments, so you pay NOTHING at the front desk for these items.
- Any other consultations, procedures, prescriptions or purchases will however, be paid for in line with our 'pay at the time' policy.

This health care scheme had been specifically designed to provide essential routine veterinary care that your pet will require throughout the year. As well as your discount it allows you to budget in convenient and affordable monthly payments.



New Era 'Friends Club'

Our Friends Club includes:

- Regular Health assessments.
- Booster vaccinations and Health assessments
- For dogs: distemper, parvovirus, hepatitis, leptospirosis and parainfluenza.
- For cats: feline enteritis, flu and leukaemia.
- All year round effective worming programme for roundworm and tapeworm.
- Annual flea control programme.

Budget monthly and save money

In addition membership offers: discount off the cost of other preventative healthcare services including:

- Neutering
- Microchips
- Dental scale and polish
- Additional flea treatments
- Primary vaccinations
- Rabies and kennel cough vaccinations.

Free

- Nurse health assessment clinics
- Regular weight assessments
- Health programme planning

How do I register?

The answer is "It's easy and available at any age!"

Simply call in at either of our branches and complete a simple registration form. This will require details of your bank account to set up the direct debit; so do not forget to bring these details with you. Practice staff will be happy to deal with any queries you may have.

New Era payment policy

Please call our dedicated admin team who will advise on Friends Club Plans.

We are very proud of being the only practice in the Channel Islands with the facilities and standards that qualify us to be a Veterinary Hospital. Our aim is to responsibly promote pet ownership, and to provide the optimal standard of veterinary care, personalized to your own pet. However, we are very aware that there is a financial cost to veterinary services, and therefore we have in the same vein promoted companion animal health Insurance to cover the veterinary costs incurred in the treatment of accidents and diseases, including emergency and critical care.

For several years, there has been a general policy for our Clients to pay at the time when services or goods are provided. Clients will be expected to settle their account at the time of consultation or collection (subject to the following arrangements). The following information aims to clarify our payment policy, our Administration charges for handling Insurance claims, and how to manage your account in order to avoid any unnecessary expense, since booking fees for delayed payments are non-reversible.

Insurance Claims:

Two options are available. Account can be settled at the time of treatment and then we can help you claim back directly from the insurance company. If you prefer, or if it is more convenient, you can just pay the excess and we will claim from your insurance company instead. However, there is a £20 non-refundable administration fee for this service. This applies to both initial claims and continuation claims. The Administration fee and the policy excess must be paid prior to the claim being processed. You may be required to prove that your policy is current before a claim is accepted. This fee can be avoided completely by settling your account fully at the time.

Accounts settled in full:

No Administration Fee will be charged for the processing of an Insurance claim or continuation claim if your account has been settled in full, and if the owner's section of the Insurance form has been fully completed, New Era will endeavour to complete the veterinary sections within 3 working days and forward the form to your Insurance Company. For accounts that have already been settled by yourself, the Administration team have been trained to ensure that your claimable entitlement is reimbursed via your Insurance Company directly to you.

We are aware that some pets have ongoing conditions, necessitating continuation claims for a single condition. If your pet requires regular treatment or medicine that amounts to less than £100 we would ask that you Pay at the Time and either submit any claims on a quarterly basis or once the total claimable is greater than £100. This will again allow you to avoid Administration fees.



Notes

Notes



Two Year Preventative Health Care Plan at a Glance

Month	Vet	Nurse	Advocate	Milbemax	DHPPII	TC+/-FELV
1						
2	▲ ●		▲ ●		●	▲
3	▲ ●		▲ ●		●	▲
4			▲ ●			
5			▲ ●			
6		▲ ●	▲ ●	▲ ●		
7			▲ ●			
8			▲ ●			
9		▲ ●	▲ ●			
10			▲ ●			
11			▲ ●			
12		▲ ●	▲ ●			
13			▲ ●			
14			▲ ●			
15	▲ ●		▲ ●	▲ ●	●	▲
16			▲ ●			
17			▲ ●			
18			▲ ●			
19			▲ ●			
20			▲ ●			
21		▲ ●	▲ ●	▲ ●		
22			▲ ●			
23			▲ ●			
24			▲ ●			

Marked Vet and Nurse months are free consultations for the Friends Club Scheme only.

- Treatment for Dogs
- ▲ Treatment for Cats

Subsequent years will follow the same pattern as the second year.

Find out further information on www.neweravets.co.je

Your Vet reserves the right to alter the time lines to provide best treatment.

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