



## PET OWNER INFORMATION FORM

### **How can my pet be referred?**

We can only see your pet after you have been referred by your own veterinary practice. They should phone us or fill in a referral form in **on-line** or download a **referral form** in PDF format and fax it to us. You or your vet can then book the appointment with us.

Please make sure that your vet sends us all the relevant history including allergies, other medical conditions, radiographs and results of other diagnostic tests prior to referral. In urgent cases the pet owner can bring this information at the time of the first consult.

### **Can a pet owner arrange a referral her/himself?**

No, pet owners will have to be referred by their own veterinary surgeons. Please contact your own vet first so that he or she can discuss your pet's problems with us prior to referral.

### **What do I need to do when my pet is referred?**

For all appointments, please starve your pet from six-o'clock the night before. Drinking water should be taken away early in the morning at the day of the appointment. Check with your own vet if your pet has any specific dietary requirements. When your pet is undergoing an operation then bath him/her the day before your appointment. If possible, at the morning of referral, take your dog out for walk so he/she can relieve him/herself. Please allow ample time for travelling to make sure you will be in time for your appointment. We need normally about ten minutes to take all your and your pet's details at reception.

### **Cancellation of an appointment**

Please notify us as soon as possible if you are unable to make your appointment. A cancelled appointment will enable us to see other patients instead, some of which might need urgent treatment.

### **What are the costs of treatment?**

As you will understand, it is not always possible to provide an exact figure for the cost of treatment. Some patients need more treatment and aftercare than expected, some might not need surgery at all. For the more routine operations a relatively accurate quote can be given otherwise an estimate can be given after your pet has been seen for its first consult. Please note that all fees must be paid at the time of treatment. Payments with personal or business cheque are not accepted. For further information see Pricing & Payment.

### **Payment and insurance**

Payment is requested at the time of consultation and when your pet is discharged from Wear Referrals. We do not accept direct insurance claims unless there is a written pre-authorisation from your insurance company. If you have any concerns about the payment then please contact us prior to your consultation. For further information see Pricing & Payment Information and Insurance claims Information.

### **What happens with my animal when he/she is hospitalised?**

Your pet will be looked after by qualified nurses (Royal Veterinary Nurse0) 24-hours a day. If there is any problem during the night, a veterinary surgeon is always available to see to our patients.

### **After treatment has finished.**

We will inform your own vet about your pet's treatment. Please note that all referred clients will be sent back to their own regular veterinary surgeon once the treatment has been concluded. Please contact your own vet or Wear Referrals if you have any worries at any stage. Please note that you cannot become a client of the first opinion practice (Wilson Veterinary Group). This is essential to our success as a referral practice and is a part of our working ethics at Wear Referrals.