

PET OWNER INFORMATION FORM



WEAR REFERRALS
Small Animal Hospital

HOW CAN MY PET BE REFERRED?

We can only see your pet after you have been referred by your own veterinary practice. They can either fill in a referral form on-line or download a referral form in PDF format and fax it to us. We will then contact you directly to book an appointment. 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.

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. If we are not your veterinary practices normal referral hospital, as the owner of the pet you can request to be referred to a centre of your choice.

WHAT DO I NEED TO DO WHEN MY PET IS REFERRED?

We ask that all pets have food withheld prior to coming to us for an appointment, in particular first assessments, in which investigations or procedures may be carried out. Starving instructions will be discussed with you at the time of arranging an appointment, as some pets require different instructions than others. If possible, on the morning of the referral appointment, take your dog out for a 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. On arrival we will need about 10 minutes to take all your and your pet's details. After this you will see the veterinary surgeons for a consult which will last 30-40 minutes.

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 after care than expected, some might not need surgery at all. For the more routine operations, please contact the Client Care Team for an estimate. In all cases, we will try our hardest to provide an estimate during the registration process. During your consultation with the referral vet, a more precise estimate will be given. 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 & Payments.

PAYMENT AND INSURANCE

Payment is requested at the time of consultation and when your pet is discharged from Wear Referrals. Direct claims can be arranged with some insurance companies and are subject to a check

ran at Wear Referrals prior to the appointment. 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 registered veterinary nurse's 24-hours a day. If there is any problem during the night, a veterinary surgeon is always available to see to our patients.

During your pets stay with us we will call you with an update morning and evening. This is usually between 8-10am and 4-6pm on a weekday and 10-11am and 4-6pm on a weekend. Due to how busy the nurses are it is not always possible to adhere to these times, but rest assured we are providing your pets with the best possible care.

AFTER TREATMENT HAS FINISHED.

We will inform your own vet about your pet's treatment. They will receive a full report of the referral treatment performed and routine healthcare. Please contact your own vets or Wear Referrals if you have any worries at any stage.