

## **Northwest Veterinary Specialists Welcome Pack**

### **1. YOUR APPOINTMENT**

#### **Paperwork needed for your appointment**

There are a number of items that need to be completed and brought with you;

- Your insurance policy certificate
- A signed insurance claim form
- Completed cat or dog questionnaire – sent to you with your appointment information

**Please arrive 10 minutes** before your appointment so paperwork can be processed

These are all very important to complete for a number of reasons;

- This will save time at reception which should avoid delays to your appointment
- This in turn reduces the stress to your pet when you arrive as you will not have to stand at the Client Care Team desk completing paperwork
- If everything is completed in full the team will take the forms from you, ask some key questions and you can take a seat

#### **Preparing for the appointment**

##### **Key actions;**

- All pets, apart from diabetics, are asked to come unfed after 10pm the night before the appointment, but allow them free access to water
- If your pet is diabetic, please telephone in advance to discuss whether to feed or administer insulin before the appointment.
- If your pet is on any medication please contact us to see whether this is to be administered before your appointment.
- Please bring with you any medication that your pet is currently prescribed.

#### **Cost of an appointment**

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|--|------|
| • Consultation                               | £210 |
| • Revisit / Follow up appointment            | £105 |
| • Emergency consultation out of hours        | £390 |
| • Emergency consultation revisit / Follow up | £195 |

#### **Can my pet have any belongings with them?**

Unfortunately we cannot accept any toys, bedding or other personal items into the hospital in order to comply with our hygiene policy. This included collars and leads.

#### **Raw meat diets**

For reasons of infection control, we do not feed raw meat diets to patients in the hospital.

If your pet is fed a raw diet at home we will feed an easily digestible complete dog food – if you have a particular preference then please bring it with you

### **What happens if my pet needs any diagnostic imaging? (MRI, CT, Ultrasound)**

When you have your appointment with the clinician they will make the decision whether or not your pet needs a diagnostic procedure. This may not be on the same day as your appointment, but this will be discussed in full with you at the appointment by the clinician.

### **Opening hours**

To book or discuss your appointment or to book a revisit appointment, please contact the Client Care Team on [01928 711400](tel:01928711400) between 8am – 6pm, Monday to Friday. Clinicians and nurses are working 24 hours a day, so someone is always here to look after our inpatients.

## **2. WHAT HAPPENS IF YOUR PET IS ADMITTED**

### **Updates about your pet**

If your pet is admitted to the hospital the follow update protocols are in place

**Weekdays:** The clinicians will telephone you each evening that your pet is hospitalised and will update you each morning either by text message or a telephone call (depending upon whether there are changes that need to be discussed). We aim to have morning updates completed by 10am, but if the clinicians' ward rounds take longer than usual there may be some delay. Evening updates will usually be after 4:30pm but may be later in the evening if your clinician is still busy with procedures or ward rounds.

Emergencies may impact the timing of the updates, as these are circumstances beyond our control. If you have not received a weekday morning update by 11am or a weekday evening update by 7pm, please contact us.

**Weekends:** The clinician on duty will telephone you once a day, after morning ward rounds. At weekends timing of the telephone calls can be unpredictable due to emergency appointments. We aim to update you by midday at weekends.

Please make sure that the Client Care Team has the best number to contact you on.

If your pet deteriorates significantly and requires intervention from the on call clinician overnight, you will be contacted immediately at that time.

### **Discharge appointments:**

When your pet is ready to go home one of the team will call you to arrange this appointment. Discharge appointments are usually scheduled for the afternoon or evening, to allow the team time to prepare your pet, their medication and discharge instructions for going home.

At the time of the discharge appointment a clinical team member will read through some written discharge instructions with you, to ensure that you understand the contents. The medication doses will also be made clear, along with any other requirements for your pet's ongoing care.

**Please note, that your pet may be discharged before we receive all pending laboratory or imaging reports, in which case your clinician will contact you when these are available.**

If your pet goes home out of hours or at the weekend then we cannot always guarantee that all items will have been invoiced and so there may be additional items invoiced after discharge, and we may contact you for payment of these. Discharge appointments can be made up to 6:30pm Monday – Friday and up to 4:30pm on a Saturday and Sunday.

A letter detailing investigation findings will be sent to your primary vet within the following 7 days, but please note that if we are awaiting further results there could be a delay. If you would like to receive a copy of the report, please let a member of the Client Care Team know.

#### **Written prescriptions are available from this hospital**

You may obtain relevant veterinary medicinal products from your veterinary surgeon or ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy.

Your veterinary surgeon may prescribe relevant veterinary medicinal products only following a clinical assessment of an animal under his or her care.

A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

You will be informed, on request, of the price of any medicine that may be prescribed for your pet.

The general policy of this hospital is to re-assess an animal requiring repeat prescriptions for/supplies of relevant veterinary medicinal products every 6 months, but this may vary with individual circumstances.

#### **Visiting your pet:**

We understand that your pet being away from home and the family environment can be hard for both you and your pet. Whilst your pet is in the hospital they will have human company 24 hours a day, be taken for regular walks and given lots of attention. Our intention is to ensure your pet is treated and discharged back home to you as soon as possible.

Visits normally take place at the weekends, but this can be discussed with you during the update calls with your clinician.

### **3. PAYING FOR YOUR PETS TREATMENT & INSURANCE**

There are several ways you can pay for your pet's treatment, depending on whether or not you have pet insurance

#### **Insured Pets**

##### **Checking your insurance policy before you arrive:**

We cannot guarantee that your insurance company will cover all the treatment costs for your pet, and therefore we encourage you to contact your insurance provider prior to coming to your appointment to get an understanding of your cover and policy exclusions. Please note that some insurance companies cap their consultation and hospitalisation fees.

We are happy to help with any pre-authorisation needed and there is no additional fee for this.

Please note, you are responsible for any shortfall of payment not covered by the insurance company.

##### **What is a direct claim?**

A direct claim is where we submit the completed claim form and invoice to your insurance company, along with all reports and results on your behalf. Settlement is then made directly to Northwest Veterinary Specialists. Depending on the insurance company we may be able to arrange a direct claim for you if the treatment cost is over £500. If there is an outstanding amount left on the account after the insurance company have paid, it is your responsibility to make a final payment directly to us.

There is a one off administration fee of £40 for this service, which is not covered by insurance companies.

##### **Submitting a Direct Claim:**

If we are submitting a direct claim with your insurance company you will be asked to;

- Leave a signed claim form with us
- Pay your insurance company excess
- Pay the administration fee and any shortfall relating to the policy limits
- Sign a direct claim agreement

##### **Submitting a Non Direct Claim:**

If your pet is insured with a company that we do not deal directly with, or the cost of treatment is less than £500, we will ask you to:

- Leave a signed claim form with us
- Make payment in full for the treatment your pet has received

We will then send off the completed claim form to your insurance company when all reports and results are finalised, for them to make payment directly to you.

### **Non-insured pets**

#### **What happens if I'm not insured?**

If your pet is not insured we will require payment for the consultation fee and any medication given after your appointment.

#### **Methods of payment:**

Payment is expected in full when your pet goes home. We accept cash, debit and most major credit cards. Unfortunately we do not accept American Express or personal cheques.

#### **Refunds:**

If a refund is due to you following an insurance claim settlement, please await communication from our Accounts team. This may be 3-5 working days following notification from your insurance company of a settlement.

### **Physiotherapy appointments**

Your pet may require a course of physiotherapy treatment and payment will need to be made in full after each appointment.

### **Pharmacy Service**

Northwest Veterinary Specialist have now launched a direct Pharmacy Service for our clients for any repeat prescriptions, medication queries or advice please email [pharmacy@nwspecialists.com](mailto:pharmacy@nwspecialists.com).

Please complete the enclosed pharmacy request form or email direct providing details of your requirements.

Prescriptions and medications can be collected from Reception during the opening hours of 7.00am – 7.00pm Monday to Friday and 9.00am – 5.00pm Saturday and Sunday. Postage is by Royal Mail Special Delivery, which will require a signature upon delivery and will cost £9.00. There will be an additional charge for guaranteed Saturday Delivery. Our Client Care Team will contact you to arrange payment.

Please note that we are unable to post cytotoxic medication in either liquid or tablet form.

Medicine, supplements and dietary requests are available for collection after 2 working days of ordering.

### **What happens if my insurance company does not pay for treatment?**

In the event that your insurance company fails to settle your claim, either in full or partially, then you are liable for the outstanding payment of your pet's treatment.

### **RSA Insurance Group information**

Insurance companies involved in the Referral Vet Network (RSA) such as Tesco, Argos, Homebase and More Than, direct their clients to use specific referral practices that are signed up to their scheme.

Northwest Veterinary Specialists does not participate in this scheme as we believe that the choice of the referral practice should be in the hands of the referring vet and pet owners.

We also believe that clients should not be financially penalised for this choice so if a direct or non-claim is processed with Northwest Veterinary Specialists and the insurer takes a £200 referral fee from your settlement, then it is our policy to refund this to your account. In the case of a non-direct claim you will need to submit evidence of the referral deduction via [accounts@nwspecialists.com](mailto:accounts@nwspecialists.com) for a refund to your account.

### **Client satisfaction survey**

Once your pet is discharged from our care you will receive a short survey to complete via text message or email.

NWVS will be asking clients for feedback as we value your opinion, and this is important to us. Listening to feedback from our clients is an essential to guide for measuring customer satisfaction and ensuing that we will continue to provide the best care for your pets.

### **DIRECTIONS TO NORTHWEST VETERINARY SPECIALISTS**

**Address: Delamere House, Ashville Point, Sutton Weaver, Cheshire [WA7 3FW](http://www.wa73fw.co.uk)  
From M56 West (Chester)**

Exit J12 signposted for the A557 (Runcorn, Widnes, Northwich). At the first roundabout take the left turn signposted for Frodsham on the A557/A56. Move over into the right hand lane for the next roundabout (Signposted for the A56). At the roundabout take the right turn exit signposted for Frodsham A557/A56. Immediately after exiting the roundabout, take the right hand side of the road and within 10 to 20 metres enter a filter lane for a right turn into Ashville Point Office Park. Northwest Specialists (Delamere House) will be straight ahead

**From M56 East (Manchester)**

Exit J12 signposted for the A557 (Frodsham, Runcorn, Widnes). At the roundabout take the left turn signposted for Frodsham (A557/A56). Immediately after exiting the roundabout, take the right hand side of the road and within 10 to 20 metres enter a filter lane for a right turn into Ashville Point Office Park. Northwest Specialists (Delamere House) will be first turning on the left, with the building on your immediate right.

If you cannot find the answer to your question please do not hesitate in contacting us on **01928 711400**





**VETERINARY  
SPECIALISTS**  
PIONEERING PET CARE