



Northwest  
Veterinary  
Specialists

+

# Welcome

Exceptional Care  
Specialist Expertise





Northwest Veterinary Specialists is a multi-disciplinary referral hospital. We work together with your usual primary care vet, who will refer your pet to us if they think further investigations or treatment is needed. Referral appointments can only be made by the veterinary surgeon who provides the primary care for your pet, we're unable to accept direct requests from owners. As part of the referral process, your vet will send us clinical history and background information, all of which is essential to help us provide the best possible care for your pet and to prevent any duplication of tests or investigations. Most of this information will be sent directly to us before your appointment but there may be occasions where your vet could ask you to bring information with you for your appointment.

Find out more at  
[nwspecialists.com](http://nwspecialists.com)



# 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 – this will be sent to you with your appointment information

It's important to complete these ahead of your appointment in order to avoid delaying your appointment, and reduce your pet's waiting time and potential stress to a minimum.

If everything is completed in full the team will take the forms from you, ask some key questions and you can take a seat.

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

## Preparing for your appointment

### Key points to remember

- We may need to perform some blood tests, or urgent treatments or procedures on the day and therefore we ask that all pets, apart from \*diabetics and \*\*pets under 6 months old, come unfed after 10pm the night before the appointment. Please do allow them free access to water as usual.
- **\*Diabetic pets:** If your pet is diabetic, please telephone us in advance to discuss whether to feed or administer insulin before the appointment.
- **\*\*Pets under six months old:** If your pet is under six months old, please only withhold food for four hours before your 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.

## 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 includes 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 please bring it with you.

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

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

## Opening hours

To book or discuss your appointment or to book a revisit appointment, please contact the Client Services Team on 01928 711400 option 2 and option 2, between 8am-6pm, Monday to Friday and 9am-5pm Saturday. Sunday 10am-2pm. Veterinary surgeons and nurses are working 24 hours a day, so someone is always here to look after our inpatients.

## Cost of an appointment

- Consultation . . . . .£230
- Revisit / Follow up appointment . . . . .£115
- Emergency consultation out of hours. . . . .£425
- Emergency consultation revisit / Follow up . . . . .£210

# What happens if your pet is admitted

## Updates about your pet

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

### Weekdays

The veterinary surgeons 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 veterinary surgeons' 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 veterinary surgeon 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 veterinary surgeon 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 Services Team has the best number to contact you on. If your pet deteriorates significantly and requires intervention from the on-call veterinary surgeon 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, your pet may be discharged before we receive all pending laboratory or imaging reports, in which case your veterinary surgeon 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 **5pm Monday - Friday and up to 4pm on a Saturday and Sunday.**

A letter detailing investigation findings will be sent to your primary vet within the following 7 days, however, 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 Services Team know.







What happens if your pet is admitted continued →

## 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 staying with us, we have a dedicated clinical team who take excellent care of your pet throughout their stay, this includes exercise and regular play time cuddles and attention. Our promise is to ensure your pet is treated and discharged back home to you as soon as possible.

Long stay patients can be visited, this normally takes place at weekends, and can be discussed with your veterinary surgeon during any update calls.



# Paying for your pet's 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-authorization needed and there is no additional fee for this. Please ask a member of the Client Services Team who will be happy to process any pre-authorization requests prior to your appointment.

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 an administration fee of **£45** 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.





## 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.

## Physiotherapy appointments

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

## Client satisfaction survey

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

Your feedback is really important to us and helps us continually review and improve the services and care we provide to our patients and clients.



Paying for your pet's treatment & insurance continued →

## Non-Insured Pets > What happens if I'm not insured?

If your pet is not insured we will take a 75% deposit of the estimate given to you by the veterinary surgeon after your consultation. Without payment this may result in a delay to your pet's treatment.

## Methods of payment

The balance of outstanding payment is expected in full when your pet goes home. You can pay via our on-line payment portal - please ask a member of the Client Services Team to send you a link, or by debit or credit card, or cash. 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.

## 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 within 5 working days.





Paying for your pet's treatment & insurance continued →

## 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 7am-7pm Monday to Friday, 9am-5pm Saturday and 10am-2pm 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 Services 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.

Please refer to our website for our Customer Charter and Feedback, Concerns and Complaints process.

[www.nwspecialists.com](http://www.nwspecialists.com)



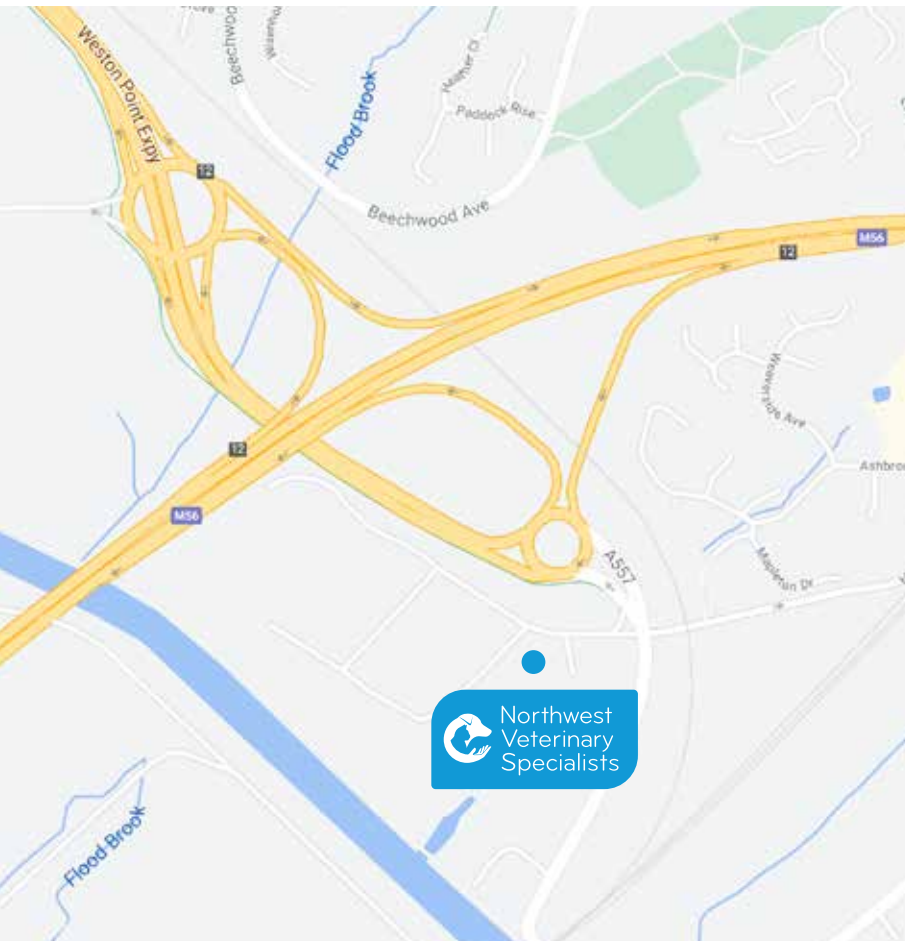
# Directions to Northwest Veterinary Specialists

## From M56 West (Chester)

Exit at 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 the filter lane for a right turn into Ashville Point Office Park. Northwest Specialists (Delamere House) will be straight ahead.

## From M56 East (Manchester)

Exit at 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 the 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.



## Address

Northwest Veterinary  
Specialists  
Delamere House  
Ashville Point  
Sutton Weaver  
Cheshire  
WA7 3FW



If you can't find the answer to your question please do not hesitate in contacting us on 01928 711400 or by email: [enquiries@nwspecialists.com](mailto:enquiries@nwspecialists.com)