

INFORMATION FOR OWNERS



Queens Road
Veterinary Hospital
2/4 Queens Road
Cheadle Hulme
Cheshire
SK8 5LU
TEL: 0161 486 2333
FAX: 0161 486 6156

Orthopaedic & hydrotherapy cases:

Cheadle Veterinary
Centre
Councillor Lane
Cheadle
Cheshire
SK8 5NU
TEL: 0161 485 8444
FAX: 0161 486 0145

Dental cases:

Handforth Veterinary
Centre
174 Wilmslow Road
Handforth
Wilmslow
SK93LF
TEL: 01625 533 654
FAX: 01625 549 532



We would like to welcome you to Woodcroft Referrals. Our aim is to offer a first class referral service for surrounding veterinary practices. In most cases the veterinary surgeons that you see will be Royal College of Veterinary Surgeons (RCVS) certified in their area of special interest, with some of our referral surgeons also having achieved Advanced Practitioner Status with the RCVS.

Before coming to see us:

- Please inform your own vet of the date of your appointment. We will request any lab results, x-rays or ECGs on your behalf as these will be helpful in reaching a diagnosis.
- Please do not give your pet any food after 8pm on the evening before the appointment, so that if sedation, anaesthesia or blood tests are needed they can be performed without delay. Your pet should be allowed access to water unless instructed otherwise by the veterinary surgeon.
- Please give your pet the opportunity to relieve itself before the visit. If you think that providing a urine or faecal sample may be useful for the investigations into your pet's condition then we can provide collection pots on request.
- Please ensure that the person most familiar with your pet accompanies the animal, as a detailed history is required.
- Giving medicines: in most cases please continue to give your pet any medication specifically prescribed by your own vet. This may mean giving a very small amount of food to ensure dosing on the morning of the appointment. However:
 - For dermatology cases please try to avoid giving steroids, antihistamines or antibiotics for at least 2 weeks and try to avoid shampooing for 2-3 days before the appointment as these can have profound effects on some tests. If this is a problem then please contact us.
 - For orthopaedic cases please do not give osteoarthritis medications on the morning of the appointment unless directed otherwise.

What happens on the day?

- You will have an initial consultation of a minimum of 30 minutes with the veterinary surgeon. This will allow for a clinical examination of your pet, a discussion on the investigations that are likely to be needed and an estimate of the costs involved.
- In most cases your pet will stay with us in the hospital for the day. An appointment for collection will be made in the afternoon when the results can be discussed. In a few cases, if surgery is required, the stay may be somewhat longer but rest assured, our hospital is staffed 24 hours a day every day by dedicated veterinary surgeons and qualified veterinary nurses to provide all the care that your pet needs.
- Whilst we make every effort to see you on time, emergencies can arise and we will endeavour to keep you notified of any reasons for delay and would appreciate your patience and understanding.

What do I do about payment?

- The final costs can vary depending on the investigations required but are often between £300 and £1000. A more detailed estimate will be provided during the initial consultation and all payment must be made in full upon collection of your pet, even if it is insured.
- Fees for referral consultations, detailed investigations and procedures involved can be expensive. If your pet is insured and you wish to pursue a direct claim, we will require a signed direct claim protocol form, payment of your policy excess and any additional excess contributions at the time, a copy of your insurance policy, a signed claim form and a direct claim charge may apply. **Please advise us of your intention to do so as soon as possible to avoid disappointment.** We would like to remind you that insurance is a contract between you and the insurance company.
- If payment is likely to be a problem then please discuss this with us **before** your appointment.

After your appointment

- Your own vet will receive a letter from us detailing the findings of the referral investigation and resulting treatment and to discuss the ongoing care of your pet.
- Please remember that we are seeing your pet on a referral basis only and **you must return to your own vet to continue first opinion treatment.**

If you have any questions then please feel free to contact us, we look forward to seeing you and your pet.

www.woodcroftreferrals.com