



Unit 5 Britannia Way
Britannia Enterprise Park
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Patient preparation

Please DO NOT give food after 9 pm the previous evening.

Please ensure water is available at all times until you leave to come to us

Please give your pet the chance to urinate and defaecate before arrival, and ensure all leads/collars/harnesses and/or baskets are secure.

If your pet is not up to date with vaccinations, please bring this to our attention. If your pet develops any signs like vomiting, diarrhoea, coughing, sneezing, fever, or if your pet has changes in appetite or thirst then please make sure that you bring this to our attention. These signs might indicate illness. As well as making any general anaesthetic considerably more risky for your pet, there could be a risk of harm to our other inpatients.

For elective procedures, please consider asking your vet about the prevalence of "lung worm" in your area. This can predispose to bleeding. Slugs and snails are implicated in the transmission of this problem which is becoming more widespread. Your vet may recommend spot-on or oral medication.

If your pet is moulting or has a heavy coat, please consider grooming, clipping and washing prior to attending for surgery as this can help reduce potential sources of contamination.

Checklist of things to bring

- **Phone numbers** Please ensure that you supply us with accurate phone numbers.
- **History/case records** Please bring these if you have been given them by your own vets.
- **Radiographs** Please bring these if you have been given them by your own vets. Some practices emailed them to us or send them on disc.
- **Medication** Please bring any medication with you, especially chronic medication that your pet may have for eg heart problems, seizures
- **Any special diet** Only if your pet is likely to be staying and if they have special dietary requirements.
- **Insurance claim form** If you want to make an insurance claim, please remember to bring an insurance claim form, your policy number, and your policy details. We can help you fill out the form if you aren't familiar with these forms. Some companies require a few days to confirm your cover, and to authorise any direct claim that may be required. It is well worth phoning insurance details through to us as early as possible so that we can liaise with your insurer if needs be. If you need us to speak to your insurer, you will need to authorise them to talk to us, because of Data Protection legislation.

Information on the planned procedure

We will go through the planned procedure in detail at the time of admission and we will be pleased to answer any questions that you have. If you want to speak by phone or email before this time, then please contact us and we will do our very best to allay any concerns. For some procedures like ear surgery, spine surgery, cruciate surgery there are information sheets on our website. For many common procedures there are detailed post-operative care sheets, also on our web-site. Please see www.wm-referrals.com, section "for owners", sub-section "fact sheets", and also the section "case studies".

Directions to West Midlands Referrals, travelling from the North

Approach Lichfield south-bound on the A38:

Turn left onto A5127. (This junction is indicated by a brown tourist information sign for Lichfield, Cathedral City)

Pass the railway station on your left.

At the roundabout take the 1st exit, left, onto A5192 / Cappers Lane

At the next roundabout take the 1st exit, left, onto Burton Old Road East/Europa Way. (You are now entering the Britannia Enterprise Park and you will see Screwfix on your right).

Turn left onto Britannia Way

Turn left into the parking area. We are on your left, Unit 5

Tip: Follow the brown road signs for "Arthur Price Factory Shop", as they are well signposted from all directions and we are located next door to them.

Directions to West Midlands Referrals, travelling from the south

Approach north-bound on the A38 in the direction of Derby and Burton.

Ignore the sign to Lichfield and stay on the A38 in the direction of Derby for one more junction.

Turn left onto A5192 / Cappers Lane, signposted Lichfield Industrial Estates.

At the roundabout take the 3rd exit, right, onto Burton Old Road East/Europa Way. (You are now entering the Britannia Enterprise Park and you will see Screwfix on your right).

Turn left onto Britannia Way

Turn left into the parking area. We are on the left, Unit 5

Tip: Follow the brown road signs for "Arthur Price Factory Shop", as they are well signposted from all directions and we are located next door to them.

Payment policy

Our fees are exceptionally competitive. Our payment policy is designed to keep them that way! If you think you might have difficulty with settling the bill, please ensure that you raise this with the surgeon as your pet is being admitted. For cases where you are paying (rather than making a direct insurance claim), we ask for payment at the time of admission. (Previously we used to ask for payment at discharge, but unfortunately from Spring 2018 we had to change policy because of an increasing number of cases where we were left with bad debt).

Estimates

We go through an estimate with you at the admission consultation. A fixed price will often have been discussed when your own vet makes contact with us to refer the case, or in discussion with yourself on the phone in advance of your pet's consultation/admission at West Midlands Referrals.

Insurance claims

Please note that if you are insured, it is your responsibility to know and to check the terms of your policy. There are many insurers and policies, and they can differ greatly. If you are uncertain, we recommend that you contact your insurer as a matter of urgency to avoid disappointment and frustration at a later date. Please check:

- Your policy excess
- Any percentage that you will have to pay
- Your policy limit
- Your policy limit per claim
- Any time limits that apply to your cover
- Any exclusions on your policy
- The funds that are still available for the current claim

If you require an insurance claim, please ensure you bring a claim form and your policy details at the time of consultation/admission. Please ensure that you have filled in and signed sections of the form that are for the owner to complete. We process insurance claim forms, free of charge, on the day that we receive them. We can usually claim direct from your insurance company. If you think that you may want to take advantage of this, please ensure that you raise this with us in good time. Insurance companies often need a few days to agree to fund a procedure. For elective (non-emergency) procedures we need any direct claim to be authorised in advance. For emergency procedures there may not be time for this, but please ensure that you raise any need for a direct insurance claim with the surgeon at the time of consultation/admission. We can't offer direct insurance claims for sums under £300 (eg for consultation or for a course of laser therapy) so please have means of payment with you for these relatively small sums. We can still process an insurance claim form for you though, so you will be reimbursed according to your policy details. If you want to make a direct insurance claim for larger sums, please have the means of settling your insurance excess with you at admission even if you have already paid this excess at your own vets. We ask this to save administration time, as it is our experience that insurers usually subtract the excess from our claims because our claims often get to the insurer before the ones from the referring vet. If you settle your excess with us and it isn't subsequently deducted from our claim, rest assured that we promise to reimburse you promptly once we have received payment from your insurer.

Means of payment

We accept credit cards, debit cards and cash. Unfortunately we are unable to accept cheques and that we unable to offer credit.

Our fixed prices

One of our aims when setting up West Midlands Referrals was to make referral-standard surgery available and affordable to a larger proportion of clients, insured or un-insured. Our prices are extremely competitive and are often a fraction of the costs charged elsewhere. In addition our work is often charged on a fixed price basis. This enables us to tell you the exact price of our work before we start. This differs from virtually all other referral practices where the final cost can easily end up being much more than the initial estimate. Our fixed prices are inclusive of all expected treatment and aftercare. We will not add any annoying extras over the agreed price, like an extra fee for a drip here, an extra fee for a dressing there, extra charges for a day or two of hospitalisation, or annoying charges for processing insurance forms. Please see the section on "fixed prices" under the section "for owners" on our web site.

Our fixed prices include as standard:

- Referral consultation and all post-operative check-ups with us.
- Hospitalisation, up to three days as required. For prolonged hospitalization, like spinal cases, further charges will apply.
- Digital radiography, as many exposures as are required. This includes radiography before and after surgery, and to check up on the progress of bone healing several weeks or more post-operatively.
- General anaesthesia and monitoring, with intravenous fluid therapy as standard.
- The surgical procedure, including all likely surgical consumables like catheters, implants and sutures.
- Analgesia, anti-inflammatory and antibiotic medication by injection and tablet until the time of the first post-operative check, which is usually with your own vet a few days after surgery. Further medication will then be provided and charged by your own vet.
- Dressings and collars.

Our fixed prices include VAT and assume payment at the time of admission. If payment is not made until a later date or a discount is not arranged in advance, we reserve the right to make surcharges (see the specimen consent form under "policy" on our web site).

It is the nature of surgery that complications can sometimes occur. We will advise you during the initial consultation what these could be and indicate if they are likely to occur. Please note that treatment of complications is not included in the fixed prices, although we will always do our best to keep any further costs as modest and affordable as possible.

VIP Scheme

Our clients can opt to pay an additional £500 when they pay for the initial procedure. We then undertake to provide any further surgery (related to this problem on the same leg!) free of charge, to address any complications that might arise. Please note this does not include any medication prescriptions that might be required (like anti-inflammatories, pain killers or antibiotics) as these are always provided by your own vets.