



For clients coming to see us at Dartford, London, we operate from
Easipetcare veterinary centre (Dartford)

2 Kent Road, Dartford, Kent, DA1 2DA

Please contact us at our main address,
Unit 5 Britannia Way, Britannia Enterprise Park, Lichfield, WS14 9UY
t 01543 414248
m 07944 105501
e mail@wm-referrals.com

Patient preparation

Please DO NOT give food after 9 pm the previous evening unless you've been advised differently by us.

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

Please give your pet the chance to urinate and defaecate prior to arrival, and ensure that 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 other inpatients.

For elective procedures, please consider asking your own 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 the day before 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 required if your pet is likely to be staying and if they have special 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. It is often best if we speak by phone or email before this time. Please contact us and we will do our very best to allay any concerns you may have.

For many procedures (eg ear surgery, spinal surgery, cruciate surgery) there are information sheets, post-operative care sheets and descriptions of similar procedures described on our website. It would be ideal if you had access to our website when you phone us, and we'll talk you through the sections on our site that are relevant to you and your pet.

www.wm-referrals.com

Directions to 2 Kent Road, Dartford, Kent, DA1 2DA

Please see the route finder on our web site: <http://www.wm-referrals.com/contact-us/contact-us-london/>

Tip: There is a retail park directly opposite the clinic where we operate. It is easiest to park in there and then walk the few yards over the road at the traffic lights to access the Easipetcare veterinary centre

Payment policy

Our fees are very competitive. Our payment policy is designed to keep them that way! If you think you might have any difficulty with settling the bill, please ensure that you raise this with the surgeon as your pet is being admitted.

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 for surgery with us.

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 make sure that you bring a claim form and your policy details with you at the time of consultation/admission. You can often download these from your insurer's website. Please complete and sign the form in advance as far as possible. We process claim forms promptly. We make no charge for processing insurance paperwork. We can usually claim direct from your insurance company. If you think that you may want to take advantage of this, please make sure that you raise this with us in good time. Insurance companies will 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 such formalities, but please make sure 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 alone) so please have be sure to have means of payment with you for these sums. We can still process an insurance claim form for you though, so you will be reimbursed by your insurer according to your policy details. If you want us to make a direct insurance claim for larger sums, please still have the means of settling your insurance excess with you when you come to see us. Even if you have already paid this excess at your own vets, it is our experience that insurers usually subtract the excess from our claim because our claim often gets to your insurer before the one from your own vets. 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. So don't worry if we ask you to pay the excess again when you have already paid an excess at your own vets; it will "all come out in the wash, and you'll only have paid one excess per claim when everything is completed.

Means of payment

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

Our fixed prices

When we opened West Midlands Referrals in 2011, fixed price surgery was a "new" idea in the veterinary referral world. Those practices offering fixed prices were few and far between. Others are now following the trend with fixed prices for some procedures like cruciate ligament surgeries, but we are proud to say that our fixed prices for cruciate surgeries are extremely competitive - 50% or less - of those being charged elsewhere. And our fixed prices include all follow up checks and all post-operative radiography with us as well!

We are able to offer this value for money because our complication rates are low and we keep our overheads as low as we can. Our fixed price scheme doesn't just cover the common elective procedures like cruciate ligament injury. We offer fixed prices for almost all of our surgeries. These fixed prices assume that payment is made before discharge and they include:

- Referral consultation
- Hospitalisation, up to three days as required
- Digital radiography, as many exposures as required, including follow up radiography for the same problem. We put no limit on the number of radiographic exposures that we will take to follow up the same problem, and these can be on an unlimited number of occasions.
- Anaesthesia, with intravenous fluid therapy as standard.
- Patient monitoring with advanced multiparameter equipment throughout as standard.
- Surgery, surgical consumables, catheters & implants
- Analgesia, anti-inflammatory & antibiotic therapy to cover the patient's needs to the first recheck
- Elizabethan collars to prevent wound interference and initial post-operative dressings
- All subsequent post-operative check-ups with us for the same problem. We put no limit on the number of these check ups.

We don't make annoying additions to your bill for an extra dressing here or for an extra dressing there. We don't make extra charges for drips, or extra charges for processing insurance claim forms. We can usually manage to obtain follow up radiographs with your pet unседated, but if we need to sedate them to get images, we usually wouldn't make any further charge for the sedation.

For most cases such as cruciate ligament ruptures, fractures, ear canal surgery, laryngeal surgery etc etc we can agree a fixed price in advance. If we are sent the case history, photos and radiographs, we can usually do this before we even see the pet!

So what isn't covered by the fixed price scheme?!

Our fixed prices don't include medication beyond the first routine re-check which is usually 3-5 days post-operatively and this first re-check is usually at your normal veterinary practice. So any on-going antibiotic and anti-inflammatory requirement would usually be supplied by the referring practice when they see your pet for the first recheck.

Fixed prices don't typically include the costs of pathology investigations like blood tests or histopathology carried out by external laboratories unless these tests were something expected as part of the procedure, when the inclusion of these costs within the fixed price will need to have been specifically agreed in advance.

Fixed prices don't include prolonged inpatient care. Beyond three days hospitalisation, we make a daily charge that is likely to be very comparable to that which is charged at your own veterinary practice. However the great majority of patients go home the same day as surgery.

It is the nature of surgery that complications will occur from time to time. Unless we have agreed before hand, our fixed prices don't typically include revision surgery, or surgery to remove implants when this is required. However we pride ourselves on being accessible and generous to assist with any further surgery that is required.

There may be a need to make additional charges in the event that the patient requires unexpected intensive care and very close/continuous supervision in the post-operative period. Fixed prices may need to be surcharged if an individual patient has special medical needs, for example if they are diabetic. Fixed prices may need to be surcharged if there is a need for unexpected aftercare like blood transfusion for example. Please rest assured that the need for an unexpected blood transfusion is very, very rare!

If payment in full hasn't been made by the time of discharge after surgery, then a surcharge of 20% is made. This is stated on the consent form that we ask clients to sign at the time of admission.

If you are working on a strict budget, please ask us about our "In House Insurance" which extends our fixed price scheme. So, for a surcharge on the initial procedure we will undertake to cover any further revision surgery at no further charge.

If you think you are going to struggle to pay the bill, please be sure to ask no later than the time of admission and we'll see what we can do to help.

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.