

CLIENT INFORMATION

If your pet is experiencing a problem with their eyes, your Veterinary Surgeon may have recommended referral.

Your Vet will send through all relevant details regarding the case, and ask you to contact us to arrange an appointment.

Initial consultations may take up to one hour and ophthalmological tests will be performed during this time. Depending on the condition, further testing or surgery may be required and you may have been requested not to feed prior to the consultation.

A full written report will be sent back to your vets after each consultation.

For all patients, other than diabetics, we advise that no food is given on the morning of the appointment, so that if surgery or investigations requiring anaesthesia or sedation are necessary, we have the option of carrying them out on the same day.

An evening meal can be given on the preceding day and water can be left down overnight, but the water should be withdrawn from 2 hours prior to your appointment, and breakfast withheld.

If we have provisionally arranged surgery for the same day as your appointment, your pet should be ready to return home by 5.00p.m. However, if surgery or recovery from anaesthesia is prolonged, it may be necessary to keep your pet hospitalised overnight so that we can ensure that he or she has fully recovered.

For our current fees please see our website or telephone the practice. The surgery fees are an indication only and will vary between individual cases. A more accurate estimate for any proposed surgery will be given at the time of the initial consultation. If the potential cost of treatment gives any cause for concern, please discuss this with us beforehand.

INSURANCE

Payment is required at the initial appointment. If your pet is insured, we will require you to pay for consultation fees and to then claim them back under the insurance. For operations we may be able to arrange a direct claim whereby you do not need to pay at the time and the insurance company pays the fees directly to us. However, direct claims can only be arranged for operations, and can only be processed once the claim form for the initial consultation has been submitted and approved.

We apply an administration fee for each claim form submitted, for which the insurance company will not reimburse you.

EMERGENCY CARE

Veterinary Vision provides an out-of-hours emergency service staffed by our ophthalmologists. Since we are providing an emergency ophthalmology service for practices across the North of England, you may need to travel to another of our clinics should your pet require emergency treatment outwith of our normal hours of attendance. At weekends emergency appointments are seen at our Penrith clinic.

ONGOING GENERAL VETERINARY CARE

You have been referred to Veterinary Vision for specialised treatment of your pet's ocular condition. Veterinary Vision is a referral practice that only treats ophthalmic conditions (i.e. only conditions of or related to eyes). You may not register your pet with either Veterinary Vision, nor with the host practices out of which we work, for general veterinary services, and you will need to return to your own vets for the treatment of any other unrelated conditions and for routine vaccination and worming etc.

If you have any queries regarding any of the above, please contact the office on **01768 877255**.