

In-patient Information.

Our Thornbury hospital is a **Tier 3 RCVS accredited surgery** (the highest possible standard). We have a dedicated team of vets, vet nurses and nursing assistants to provide your pet with an excellent level of care whilst they are here with us.

Once admitted to the hospital your pet will be settled into one of our purpose designed kennels. We have separate heated dog and cat wards with air-conditioning and pheromone diffusers to make their stay as comfortable as possible. Our cat kennel facilities have been designed to meet the gold standard criteria for a hospital ward as recommended by the **International Society of Feline Medicine's Cat Friendly Clinic programme**.

Updates on your pets progress

After morning rounds a brief update on your pet can be sent to you by text message. You can contact us after 9.30am for a brief update on how your pet is getting on if you do not receive this message.

Our hospital vet or nurse will call you on a regular basis to discuss your pet's progress in more detail. We would contact you at least once a day, usually between 10am and noon. Before this time the hospital staff are likely to be very busy with in-patient care so please be patient if there is a delay in contacting you.

We will keep you fully updated with your pet's progress, discuss any further investigations or treatment we felt necessary and the likely costs involved in the ongoing hospital care during these phone updates.

Outside surgery hours your pet receives round the clock care from our overnight vet and animal care assistant. We have a dedicated team of night vets who are based at the Thornbury hospital; your pet will be under close veterinary supervision for the duration of their stay with us to ensure they receive excellent care.

Please only call our surgery out of office hours (7pm – 8am) if you are urgently concerned about your pet. By distracting the out-of-hours staff you may compromise the care of another animal or prevent a call about a genuine emergency reaching us. If there is a significant change in your pet's condition we would contact you as soon as possible, whatever the time of day, to update you.

Rest assured your pet's care is always our number one priority.

Visiting policy

We do not allow routine visiting of in-patients. Many of our patients are in the hospital for a relatively short period of time and, for many animals, seeing a familiar face and then being left can cause distress.

In some circumstances we understand visiting may be of benefit and can be arranged if discussed with the hospital vet. This would normally be during the day at a time arranged with the vet. Patients in the isolation unit may not receive visitors to maintain infection control.

Personal possessions

Our kennels are well equipped with pet-safe equipment and comfortable bedding which can be easily cleaned and disinfected for infection control. Your pet's personal leads, collars, baskets, blankets etc should be taken home with you. Occasionally, if absolutely necessary, items can be left after discussion with the vet admitting your pet. This is however at your own risk and we cannot be held responsible for the loss, damage or soiling of any items

Collecting your pet

When your pet is ready to go home the hospital staff will arrange an appointment with one of our vets for you to collect them. During this consultation the vet will explain any further care your pet needs at home and describe how to give any further medication should it be required.

Please remember that settlement of your account is due when you collect your pet.

If your pet requires further appointments these can be arranged at this point in time.

Client financial information

Insured Cases.

We can claim directly from most insurance companies if provided with a copy of your insurance certificate. We reserve the right to withhold this privilege with certain companies. Please discuss whether we offer a direct claim in your circumstance when your pet is admitted to the hospital.

It is your responsibility to check your policy and keep up to date with how much cover you have.

When you arrive at the hospital please provide us with details of your insurance company name and policy number. We will need a claim form signed by yourself before your animal is discharged. We would require payment up to your insurance excess if treatment is likely to exceed this at the time of admission where possible.

We may ask you for permission to speak to your insurance company directly if its required to handle your claim

Once payment of the claim is received from your insurance company, if there is still an amount outstanding we will contact you to ask for the balance.

Non-Insured Cases.

During the initial consultation you will be given an estimate for the diagnostic tests and treatment being recommended to your pet.

We may require a deposit of up to 50% of your initial estimate from all uninsured clients.

Thornbury Veterinary Hospital

515 Bradford Road,

Thornbury,

Bradford,

BD3 7BA

24 HOUR EMERGENCY - 01274 663301

