

### ***Information for owners:***

We cannot give advice by phone for pets that are under the care of other vets without being referred. Please contact your vet if you wish to be referred.

## **Information for Referring Vets**

If you would like to refer a case to the CityVets Rabbit and Exotic Animal Service, please send us an email to [heavitree@cityvets.co.uk](mailto:heavitree@cityvets.co.uk) with the owner's details, the pet's history and a short summary of the problem to be dealt with. We will not be able to see any animals that are not our clients without referral from a vet.

If you have performed any radiographs or other tests, please attached them to the email. If you wish to first discuss the case with the referral vet please contact us initially on 01392 250066.

### **Booking an appointment**

Once we have received the referral request information, we will contact the owner directly to book an appointment.

*It is important that the owner understands that their pet will be seen for the problem they are referred for and not for anything else unless it is relevant to the condition.*

### **Reporting**

On the day of the consultation, we will contact the referring vet by phone to discuss the relevant clinical findings and actions undertaken. Once the pet has been discharged, a more detailed report will be sent by post with our findings, recommendations, treatment carried out and if relevant a treatment plan and follow up recommendations.

### **Emergency referrals**

We are happy to see emergency referrals. However, please be sure the animal is stable and fit to be transported before referring to us. We still need a letter/email /phone call from the referring vet with a brief summary of the problem and any treatments or tests already undertaken.

### **Insurance claim**

Payment for our services will need to be made at the time of the consultation or at discharge. For insured pets, owners are expected to claim our costs back directly from insurance company through the normal claims process. We are happy to provide estimates for the purposes of owners awareness and pre-authorisation of insurance claims. In exceptional circumstances with certain insurance companies only, we will consider a direct claim but there will be an administration charge for this that is payable by the owner.

Please advise your clients to double check with their insurance companies that they are covered for the costs of the condition they are being referred for.