

CARING FOR YOUR PET - from start to finish

When you arrive

You can leave your pet in the car and come into reception, where one of our team will take a quick look at your paperwork. If the weather is hot please bring your pet with you.

Your consultation

A clinician will take a look at your pet's history and any test results. After a thorough examination, your clinician will discuss your pet's specific health issues with you, whether further tests and/or treatments will be needed, as well as costs and prognosis.

What happens next?

Your pet may need further procedures – and may therefore need to stay with us whilst we carry these out. Investigations, tests and operations take place as required. Your clinician will discuss the results with you, as well as any further actions that may need to be taken.

Once all necessary procedures have been completed, your pet will be discharged with a care plan. We'll also give your primary vet an update.

If your pet has to stay with us...

You may want to call us to see how things are going. We're open for routine enquiries from 8.30am - 5.30pm but we can suggest the best time for you to ring us.

Visits to your pet can of course be beneficial, but we always advise discussing individual needs on a case-by-case basis.

Your pet will have 24-hour care, with experienced Veterinary Surgeons and nurses on site right throughout the night, for your peace of mind.

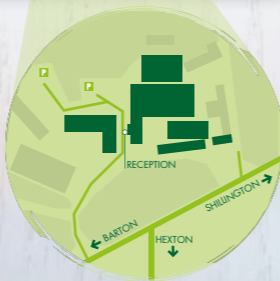
Questions or concerns following the initial consultation?

Please get in touch with us on **01582 883950**, or visit vetspecialists.co.uk



Like us on Facebook for updates about some of our cases and to meet other patients too! [facebook.com/dvsvets](https://www.facebook.com/dvsvets)

vetspecialists.co.uk



DAVIES

The Veterinary Specialists

Choose outstanding care

Being Referred

WHAT HAPPENS
WHEN YOU'RE
REFERRED TO
DAVIES VETERINARY
SPECIALISTS...

DAVIES

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YOUR PET couldn't be in better hands

Davies is one of the largest, most diverse small animal referral centres in Europe. Today, we employ over 30 dedicated, highly experienced Veterinary Specialists and over 50 outstanding nurses – with every member of our team committed to giving your pet the very best care.

Looking after your pet as if it were our own

Working in partnership with your vet, we'll give your pet the highest level of specialist care, with our team combining industry-leading knowledge and techniques to treat the most complex of medical conditions.

Our sophisticated diagnostic, surgical and patient care facilities allow us to offer a huge range of services, including:

- Anaesthesia
- Cardiology
- Dermatology
- Diagnostic imaging
- Internal medicine
- Neurology
- Oncology
- Ophthalmology
- Orthopaedics
- Soft tissue surgery
- Physiotherapy
- Therapy and Fitness Centre with a dedicated pain clinic

The latest treatments and knowledge, for the greatest care

At Davies, we're always looking for new ways to improve and offer even better treatments for even more enhanced levels of care.

Our Specialists stay up to date on the latest research in their respective disciplines – giving you the greatest confidence that we'll provide truly specialist veterinary care that is simply beyond compare.



So, what is a veterinary specialist?

As recipients of the highest 'RCVS Recognised Specialists' qualification in the UK, a Veterinary Specialist is similar to a consultant. Recognised by the Royal College of Veterinary Surgeons, a referral to a member of our expert team gives you the peace of mind that your pet is in the very best hands.

Your questions, answered

Why has my pet been referred?

In the same way your GP might refer you to a consultant at a hospital, your vet may be concerned that your pet has a persistent or serious problem – that needs to be looked into by a specialist.

What do I need to bring with me?

It's important to bring things like your pet's medical records, laboratory test results and xrays, along with any medication they may be on. Your vet will be able to provide you with things like medical reports.

Please don't bring your pet's belongings (bedding, toys, etc.) – this is to minimise the risk of cross infection. Don't worry – we'll make sure your pet's as comfortable as possible while we're looking after them.

Does my pet need to be vaccinated?

Please make sure your pet's vaccinations are up to date. If your dog isn't vaccinated against kennel cough, please take a look at our factsheet – and also ask your vet whether vaccination is appropriate prior to your visit.

You can find more information on kennel cough on our website vetspecialists.co.uk

How much will it cost?

Our customer care team will always try to give you a guide to the costs, and we'll keep you up to date with revised estimates throughout any treatment. Fees are paid in full when treatment is completed and you come to collect your pet. If fees begin to add up to a substantial amount before this point, we might ask for an interim payment. To make things as convenient as possible, we accept most major credit cards.

How does insurance work?

If your pet is insured, you'll need to get in touch with your insurance company to let them know your pet has been referred to us.

If you would like us to fill in the Veterinary Surgeon's section of the claim form, simply bring it with you when you come to collect your pet.

To find out more, please visit vetspecialists.co.uk

"He's made a remarkable recovery and I can't thank Davies enough for what they have achieved. They saved my dog."

Annette Edmunds
Owner of Chang, a Shar Pei diagnosed with a brain tumour