



EDEN

VETERINARY
REFERRALS

OPENING HOURS

MONDAY – FRIDAY 9:00AM – 6.00PM

SATURDAY 9:00AM-12.00PM

WELCOME TO EDEN VETS REFERRALS

Eden Veterinary Referrals is an independent, purpose built, state-of-the-art veterinary practice based in Shavington, Cheshire.

We are proud to offer a team of highly skilled and experienced Advanced Practitioner Surgeons and Internal Medics. They pride themselves on meeting the needs of referring vets, patients, and clients alike. With extensive onsite facilities featuring cutting-edge technology, our multi-disciplinary team and 24/7 nursing support we can deliver gold standard care to all who are referred.

All our referral vets have RCVS certified Advanced Practitioner status meaning they have demonstrated a higher level of knowledge and understanding in their specified area of veterinary practice.

We support regional veterinary practices by providing an essential referral and second opinion service. Services include Orthopaedics, Neurosurgery, Internal Medicine, Soft Tissue Surgery and Emergency & Critical Care. We offer both routine and emergency appointments, enabling your pet to receive first class level care.

Telephone: 01270 439 277 **Email:** referrals@eden-vets.co.uk

www.eden-veterinaryreferrals.co.uk



AT YOUR APPOINTMENT

Please arrive 10 minutes prior to your appointment time. Your pet will have an initial 30-minute detailed consultation with one of our referral vets and a diagnostic and treatment plan subsequently formulated. We should have received all medical and imaging history from your primary care vets however please mention any other problems which may be relevant at this time.

There are a number of items that need to be completed and brought with you;

- Your insurance policy certificate
- A signed insurance claim form (this can be completed in the practice)
- ALL current medications
- Any relevant medical history other than which has been sent by your primary care vets.

We always aim to provide clients with accurate estimates prior to procedures being performed. Please be aware that these estimates will be discussed in the consultation and are subject to change once your pet is assessed.

BEFORE YOUR APPOINTMENT

Your pet may be admitted on the same day as your initial consultation so please ensure they have nil by mouth after midnight on the morning of their appointment. Always allow access to fresh water. If your pet is diabetic or on medications, please call us so we can advise you on how to proceed. If your pet requires a specific diet, please bring this in with you. Please note we cannot provide a raw food diet due to infection control protocols.

OVERNIGHT HOSPITALISATION

In many cases we will need to hospitalise patients overnight to allow for investigations or following on from surgical procedures. We unfortunately cannot accept toys or blankets from home into the practice, however we have plenty of bedding to keep them comfortable. Rest assured your pet will be well cared for and you will receive daily updates from our team. Our dedicated night team are on hand out of hours ensuring care of your pets continues 24/7. Please discuss visitation with your veterinary surgeon as this is assessed on a case-by-case basis.

HOW TO BOOK

To book or discuss your appointment please contact our client services team on **01270 439277** between **9:00am – 6pm, Monday to Friday and 9am-12pm Saturday.** Veterinary Surgeons and nurses work 24/7, so someone is always here to look after our inpatients.

COST OF AN APPOINTMENT

Referral Consultation	£190
Revisit / follow up appointment	£90
Emergency Referral Consultation	£215

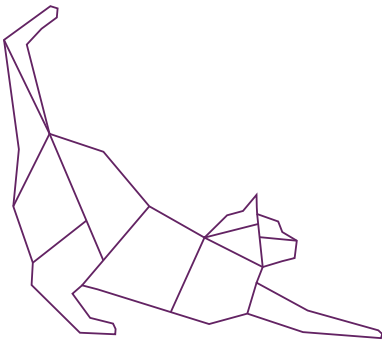
HOME TIME

When its time for your pet to be discharged you will be contacted to arrange an appointment time suitable for you. Our team will ensure that all discharge instructions are clear and that you understand any on-going plan. Further appointments may need to be arranged. A detailed report will be sent to your usual vet within the following 7 days. Please note your pet may be discharged prior to receiving pending laboratory or imaging reports. If this is the case your veterinary surgeon will contact you when these are available.



Please note that whilst the practice does have a first opinion service, we are not able to accept referred clients/animals as first opinion cases for ongoing routine veterinary care.





PAYING FOR YOUR PET'S TREATMENT AND INSURANCE:

There are several ways you can pay for your pet's treatment, depending on whether you have pet insurance or not.

INSURED PETS

We cannot guarantee that your insurance company will cover all the treatment costs for your pet. We encourage you to contact your insurance provider prior to your appointment to get an understanding of your cover and policy exclusions and to give us permission to speak to the insurers on your behalf.

We actively support pre-authorisation as this allows both us and yourselves to prepare for any insurance claim shortfalls. Please ask a member of our administrative team to assist you with any pre-authorisation requests prior to your appointment. Please note, you are responsible for any shortfall of payment not covered by the insurance company **within 7 days of notice**.

DIRECT CLAIMS

Here at Eden Vets, we can arrange direct claims when the treatment costs are in excess of £1000. A direct claim is where we submit the completed claim form and full invoice to the insurance company and settlement is made directly to Eden Vets.

To submit a direct claim we ask the following

- Leave a signed claim form with us (ticked to pay Eden Vets)
- Pay any policy excess
- Pay the administration fee of £30 and any shortfall relating to the policy limits.
- Sign the Insurance Direct Claim Disclaimer

NON-DIRECT CLAIMS

If your pet is insured with a company that we do not deal with directly or the cost of treatment is less than £1000 we will ask you to:

- Leave a signed claim form with us (ticked to pay the policy holder)
- Make payment in full for the treatment your pet has received.

We will send off the completed claim form to your insurance company and they will make payment directly to you, minus any policy excesses and co-payments.

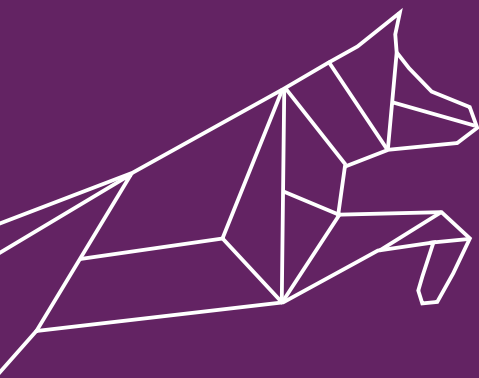
NON-INSURED PETS

If your pet is not insured will ask for a 50% deposit of the estimate at the time of admission with the remainder to be settled at time of discharge. Without payment we cannot proceed with your pet's treatment.

METHODS OF PAYMENT

The balance of outstanding payment is expected in full when your pet is discharged. You can pay via BACS transfer at reception, by debit or credit card, or cash. Unfortunately, we do not accept American Express or personal cheques. Large payments are to be made in person by the cardholder and we are unable to accept large card payments over the phone.





FINDING US

Eden Veterinary Referrals is located in Cheshire, between Nantwich and Crewe, in the village of Shavington, a 10 minute drive from junction 16 of the M6. The postcode of navigation is CW2 5JF and we are located behind the Esso garage with ample on-site parking.



CONTACT US

If you have any queries regarding your appointment with please do not hesitate to get in touch on **01270 439 277** or email us at **referrals@eden-vets.co.uk**

 Bloore House, 416 Newcastle Road, Shavington, Crewe CW2 5JF

 /EdenVetsShavington

www.eden-veterinaryreferrals.co.uk

OUR VETERINARY REFERRAL TEAM



Georgina Timms

BVSc PGCertSAS MRCVS

Advanced Practitioner in Small Animal Surgery



Edward Allsop

BVSc ESVPS GP Cert SAS MRCVS.

RCVS recognised certificate holder in Small Animal Surgery



Kate Sloan

BVetMed (Hons) Cert AVP(SAM) MRCVS

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