

Referral Registration Form

Welcome to Severn Veterinary Centre.
Please complete this form as fully as possible.

Client 1 Details

Forename _____

Surname _____

Date of birth _____

Mr/ Mrs/ Miss/ Ms/ Other _____

Contact Phone Details

Home _____

Work _____

Mobile _____

Address _____

Town _____

Postcode _____

Email Address _____

Previous address if less than 3years

Address _____

Town _____

Postcode _____

Client 2 Details *(if jointly owned)*

Forename _____

Surname _____

Date of birth _____

Mr/ Mrs/ Miss/ Ms/ Other _____

Contact Phone Details

Home _____

Work _____

Mobile _____

Address _____

Town _____

Postcode _____

Email Address _____

Patient Details

Name _____ Age/ DOB _____

Species _____ Breed _____

Sex M/F Neutered Y/N Colour _____

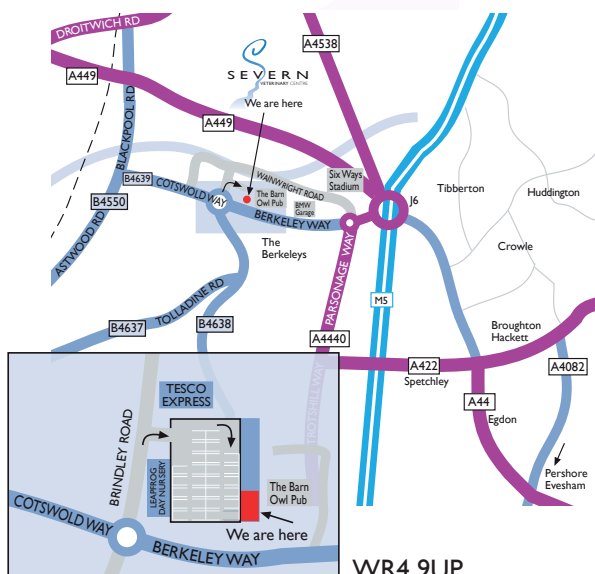
Insured Y/N Company _____ Policy No. _____

Is your pet currently receiving medication Y/N

Referring Practice

I confirm I have received a copy of the Severn Veterinary Centre client information.

Signed _____ Date _____



Severn Veterinary Referrals

Orthopaedic, Spinal & Rehabilitation Referrals
In Worcester just minutes from Junction 6 of the M5



Client Information

Thank you for entrusting the care of your pet to Severn Veterinary Referrals. Please take the time to read the information on this form before bringing your pet to us.

About Us

Severn Veterinary Referrals is based at the Severn Veterinary Centre in Warndon Villages, Worcester just minutes from Junction 6 of the M5. We are a family run practice providing Orthopaedic, Spinal & Rehabilitation Referral Services. The service is run by Jock Queen BVSc Cert SAO MRCVS, Jock has been working in referral practice since 1991 and has been running his own referral service since 1999. We have the expertise to provide the very best for your pet whilst maintaining a friendly family practice atmosphere.

Appointments

Your vet may have already made an appointment for you. If not, or if you wish to confirm your appointment please telephone 01905 756156. A map and directions are included. We endeavour to avoid any delays with appointments but these do sometimes occur due to emergency cases. If you are running late on the day of your appointment, due to travel delays for example, then please call us to let us know, we will still be able to accommodate you.

Referral appointments are scheduled for weekday mornings and are usually 30 minutes in duration for an initial consultation. Most referral investigations will involve sedation/anaesthesia therefore please starve your pet for 12 hours prior to your appointment (it is not necessary to withhold water). Please be prepared to leave your pet with us for further investigations and treatment. Any proposed treatment and the costs involved will be discussed with you before your pet is admitted. In some cases your pet may stay with us overnight.

Please bring any medical history and X-Rays from your vet. It will also speed up the registration process if you can bring a completed registration form, which are available from our website.

Discharge & Follow Up

Following your pet's treatment they will be discharged with full instructions for follow up care. We will keep your vet informed of your pet's progress. Follow up appointments will either be at your own vets or at Severn Vets depending on the nature of the treatment.

Feedback

We try to provide a professional and friendly service at all times, and are always trying to improve the service we offer. We value feedback from our clients, a feedback survey is available on our website, or you can call Mr Andy Cant our Practice Administrator on 01905 421296 if you have any comments on your experience with Severn Veterinary Referrals.

Payment

Many Orthopaedic & Spinal procedures are costly. We will discuss the costs involved in your pet's treatment before carrying out any procedures on your pet. We will provide a written estimate if required. If you are concerned about the cost of your pet's treatment, please tell us before any treatment is started. We normally expect payment when you collect your pet.

It is usually possible for us to process direct insurance claims in return for a deposit of £150.00 (we do not process direct claims for E & L). We may request (or you may prefer) pre-authorisation before a procedure is undertaken. If you wish to make a direct claim, please tell us before treatment is started and please provide at least 2 completed and signed claim forms. We also ask that you call your insurance company (unless insured with Petplan) and give them permission to discuss any ongoing claims with us.

In some cases we can offer 0% credit (deposit required), further details are available on request. We do not accept cheques, but do accept all major credit/debit cards except American Express.