

Urgent Case? Telephone us on 01928 711400 to speak to a clinician

Please complete this form in **black ink** and fax to 01928 711466: We will contact the owner within one (working) day of receiving the form. We will make an appointment with the owner and inform you that this has been done.

If you require an estimate of fees for your client prior to referral please do not hesitate to telephone us. Further information about our fees is available overleaf.

Please tick service required:

- Internal medicine
- Cardiology
- Orthopaedic surgery
- Pain management clinic
- Soft tissue surgery
- Spinal surgery

Practice name:

Postal address:

Referring veterinary surgeon:

Title and name:

Qualifications:

Tel:

Fax:

Email:

Please tick preferred contact for reports:

Fax

Email

Post

Owner details:

Title, initial and surname:

House/number:

Street:

Town:

Postcode:

Tel:

Mobile:

Patient details:

Name:

Age:

Sex: M

F

N

Species:

Breed:

Insured: Y N

Which company:

Brief history/signs:

Recent medication:

Investigations to date:

Suspected diagnosis:

OFFICE USE ONLY – please do not complete this section.

A

B

C

D

Owner contacted: _____

Appointment made: _____

Fees and Insurance

Fees:

- We normally request payment of the consultation fee at the time of initial consultation and clients should come prepared with the means to settle this amount.
- We can accept payment by credit card, debit card, cash or by cheque provided the amount is fully supported by a cheque guarantee card.
- The pet must be accompanied by the owner or by a person over 18 years of age appointed by the owner and prepared to accept the responsibility for providing us with informed consent for procedures and agreement on fees. This individual will carry liability for our fees.
- If the pet is subsequently admitted for investigations or treatment, we will provide a written estimate of costs prior to admission and we will normally request settlement of the account in full prior to discharge of the pet.

Insurance:

- It is our normal practice to request payment of fees in full and then to assist clients in recouping costs from their insurance company.
- In certain circumstances we will assist clients by claiming fees directly from the insurance company (a "direct claim"). Full details are available to clients on request, but the following summarises the main points:

DIRECT CLAIMS:

- Due to the administration costs incurred in processing a direct claim, we charge a non-refundable fee of £20 (inc. VAT) for each claim submitted.
- Regrettably there are some insurance companies with whom we are not prepared to co-operate in direct claims.
- We will normally only perform a direct claim if this is agreed in advance of treatment by the completion of a written Direct Claim Agreement with us.

We will NOT normally perform a direct claim unless we have the following prior to treatment:

- A copy of the current Certificate of Insurance.
- A claim form properly completed and signed by the policyholder.
- A reasonable estimate of the cover currently available (total cover less expenditure to -date).

We will NOT normally perform a direct claim in any of the following events:

- For any invoice under £500.
- If insurance has commenced in the previous 30 days.
- When it is not clear that the estimated fee is fully covered by the amount of cover currently available.

- We request payment of an amount equal to the insurance excess prior to discharge of the pet, even if an excess has already been paid. We will arrange to refund any overpayment if/when the account has been fully settled by an insurance company.
- If our invoice is greater than the estimate of cover currently available we will request payment of an amount equal to the difference between our invoice and the estimate of cover currently available plus 10%. This is in addition to the excess and administration fee that is due. We will arrange to refund any overpayment if/when the account has been fully settled by an insurance company.
- Any outstanding debt will remain the liability of the pet owner until it is settled in full by either the owner or by an insurance company.
- Northwest Surgeons will take legal action to recover outstanding debts from owners if there is a breach of our terms or the agreement with us.

Your veterinary surgeon should be able to advise you of our current fee estimates, or please feel free to call our reception team on 01928 711400.