

At Northwest Surgeons we aim to enhance the lives of our patients by providing effective, appropriate surgical and medical solutions when specialist input is required. We are situated in a purpose-built veterinary clinic at Ashville Point which is just off Junction 12 of the M56.

Some Helpful Guidelines for Your Visit

- Please do not feed your pet on the morning of your visit. Your pet should have an empty stomach just in case your clinician wishes to perform any investigations that require sedation or a light anaesthetic or take blood samples. Your pet should be allowed free access to water.
- Please do not give any painkillers on the morning of your visit. Antibiotics and routine medications (e.g. *thyroid supplement, heart medication*) may be given unless we have specified otherwise. A small piece of food may be used to administer these medications (please bring any medications with you).
- Please remember to bring any relevant X-rays or E.C.G.s and any case notes with you. Your veterinary surgeon will provide these if required, and you should check with your vet to ensure that you have everything you need.
- Your pet may be admitted for investigations on the day of your appointment.

Sometimes these investigations can be performed the same day, allowing your pet to go home that evening. However, it is more usual for procedures to be performed the following day, or to be scheduled for a later date.

- Our normal practice is to request payment of fees at the time your pet is discharged from the clinic. We accept payment by Visa, Mastercard, Switch and Delta, Building Society cheque or Banker's Draft.

If your pet is insured, please bring your policy schedule and insurance claim form with you. In certain cases we may be prepared to process a direct claim to your insurance company for settlement of our fees (*please see overleaf*).

This will entail some additional paperwork to be completed and the matter should be discussed with your surgeon at the time of consultation.

- If there is anything else you would like to know prior to your visit, then please telephone our reception on 01928 711400.

Travel Instructions

On your Sat Nav enter the town as "Sutton Weaver" and road name as "Ashville Road" or "Clifton Lane".

M56 Westbound from Manchester

Exit J12 signposted for the A557 (Frodsham, Runcorn, Widnes).

There is quite a sharp bend to the exit slip of the motorway. At the roundabout take the left turn signposted for Frodsham (A557/A56). Immediately after

exiting the roundabout, take the right hand side of the road and within 10 to 20 metres enter a filter lane for a right turn into the service road for Ashville Point Office Park. After approximately 50 yards, turn left into Ashville Point Office Park. As you enter, Northwest Surgeons (Delamere House) will be to your right.



M56 Eastbound from North Wales/Chester

Exit J12 signposted for the A557 (Runcorn, Widnes, Northwich).

There is quite a sharp bend to the exit slip of the motorway. At the first roundabout take the left turn signposted for Frodsham on the A557/A56. Move over

into the right hand lane for the next roundabout (Signposted for the A56). At the roundabout take the right turn exit signposted for Frodsham A557/A56. Immediately after exiting the roundabout, take the right hand side of the road and within 10 to 20 metres enter a filter lane for a right turn into the service road for Ashville Point Office Park.



After approximately 50 yards, turn left into Ashville Point Office Park. As you enter, Northwest Surgeons (Delamere House) will be to your right.

We look forward to meeting you. If you have any difficulties en route please telephone us on 01928 711400.

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.