

Information for referred pet owners

Welcome to Willows Referral Service. The following points are intended as a guide to let you know what you can expect from our practice and we hope they will help to answer any questions or concerns you may have. If you need more assistance or advice, please do not hesitate to contact us directly on 0121 712 7070.

Appointment times

Please arrive 15 minutes prior to your appointment time to enable your pet to be registered before seeing the veterinary surgeon. Complimentary refreshments are available in the waiting area, and our receptionists and animal care assistants will be pleased to give you any help that you or your pet need on your arrival. A member of nursing staff will always be available to show you around the practice on request.

If you are unable to keep your appointment or you are held up in traffic, please let the practice know as soon as possible. We will always endeavour to see your pet at the time of your appointment; this is not always possible, however, due to factors such as the distance many of our clients travel, traffic problems and unforeseen emergencies.

What will happen on the day of my appointment?

Unless told otherwise, please do not feed your pet on the morning of your appointment, but water should always be freely available.

Diabetic animals should be fed and given any insulin as normal unless you have been specifically instructed otherwise. If time allows, please give your pet the opportunity to go to the toilet before the appointment. Please clean up after your pet if you exercise him or her outside the practice - there are several dog waste bins with supplies of bags located around the car park.

Dog Owners

Please keep your dog on a short lead at all times in the car park and the waiting room, for your dog's safety and that of others. You may borrow a lead from reception if necessary.

Please avoid sitting with your dog in the designated cat waiting area.

Cat Owners

Please keep your cat safe in a closed basket at all times while you are visiting the practice. There is a designated cat waiting area available for your cat's comfort.

During your appointment Willows' referral veterinary surgeon will take time to obtain a detailed history of your pet's medical background as well as the current problem. A thorough clinical examination of your pet will then be performed and any findings and provisional diagnoses will be fully discussed with you at the time. Your pet may then go home after the consultation with suggested management or treatment, but it is also quite possible that further tests or procedures e.g. blood tests, imaging (X-rays or scans) and/or surgery may be required.

Whilst we will make every effort to perform investigations and possible surgery on the same day as the consultation (if this is in the best interests of your pet and in line with your wishes), there is no guarantee that it will be possible to do everything on

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that day. It may be that initial work will be done on the day of your appointment, and that your pet may be hospitalised for further diagnostic and possible surgical procedures to be carried out over the next few days, depending upon circumstances. It is also possible that your pet may need to go home after the consultation (possibly on treatment) and return for diagnostic or surgical procedures at a later, mutually convenient date. Again, this depends upon the circumstances of the case and the current workload at the practice.

It is important to understand that, like a large human hospital, Willows provides an Accident and Emergency service, and urgent cases must take priority when we are organising our patient care.

Please remember to bring any X-rays, referral letters and other documentation from your own veterinary surgeon with you.

Pricing information

If you would like details of consultation fees, please [contact reception](#) for up-to-date pricing.

If you wish to have some idea of possible cost implications of your pet's problem before you come for a consultation, your query will generally need to be handled by one of our veterinary surgeons in the department to which you are being referred. As a result, there may be a slight delay in getting this information for you, depending on the availability of an appropriate vet at the time of the query.

When you come for your initial consultation, the vet will give you an estimate of further costs, before you decide whether or not to go ahead with any recommended investigations and/or treatment.

Payment options

Cash, cheques and major credit/debit cards are accepted.

Payment will be expected at the time of consultation or on collection of your pet. A fee is charged for post-operative examinations and repeat consultations.

Please note there is a 2% surcharge for credit cards (not debit cards) and that we do not accept American Express, Solo or Diners cards.

Insurance claims

Under normal circumstances, we ask that you pay us at the time of treatment and claim back the funds from the insurance company yourself.

You will need to check with your insurance company about your level of cover, any exclusions you may have and what excess you will need to pay. We will do our best to help with this process, but insurance companies often prefer to deal with the policyholder.

Direct claims

Although we do not routinely make direct claims from insurance companies, they can be arranged with certain insurance companies under certain circumstances, provided that you discuss this with us prior to arriving for your appointment, before your initial consultation with the vet and prior to any investigations or treatment being undertaken. Direct claims cannot be requested at the time of collection of your pet, after treatment has already been given.

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Please be aware that direct claims often necessitate quite lengthy preparation which may delay possible investigations and surgery. Direct claims are costly for Willows to administer and result in a delay in our receipt of payment - as a result we charge a non-returnable administration fee for handling every direct claim (including a smaller fee for all follow-up claims).

We require that a signed claim form is provided by you on each occasion that a direct claim is made, at the time of treatment - a direct claim cannot be made by sending us a claim form after your pet has been seen.

At the time of making the first direct claim, when your pet is going home, we ask for:

- a** a down-payment of any excess specified on your insurance policy (the excess is the first amount of the bill that your Insurance Company will not settle and which you must pay), regardless of whether you believe that this may already have been paid e.g. at your own vets – any overpayment will be promptly refunded. It is important to understand that insurance policies which involve an excess which is a percentage of the bill can result in a significant sum which needs to be paid directly to us by you.
- b** payment of any anticipated shortfall in the insurance claim – i.e. the financial difference between our invoice and your estimated level of remaining insurance cover.

For further information regarding making direct insurance claims, please download our informative [Direct Insurance Claim Information Sheet \(PDF Document 214KB\)](#)

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Location

Willows Veterinary Centre and Referral Service is located a few minutes' drive from Junction 4 of the M42.

The M42 is readily approached from the M1, M5, M6 and M40. Exit at junction 4 of the M42 and head north towards Shirley on the A34.

Turn right at the second roundabout on the A34 – signposted 'Monkspath Business Park'. In 200 yards, turn left at the roundabout – also signposted 'Monkspath Business Park'.

In a third of a mile turn left at the roundabout onto Highlands Road. The hospital is 200 yards on the right.

Ample parking is provided.

Please telephone us on 0121 712 7070 if you are having difficulty finding the practice, or if you have been delayed and may be late for your appointment.

Please note that some satellite navigation systems will not correctly locate the practice using our postcode B90 4NH. Should you experience difficulties pinpointing Willows correctly on Highlands Road using your sat nav, you may find that using the postcode B90 4NG (which is actually incorrect!) may place Willows at the correct Highlands Road location.

