

# Beeches Terms of Business Services Available

Opening hours: Monday to Friday 08.30-18.30 Saturdays 08.30-12.30.



## Consultations

Our standard consultation time is 15 minutes per animal which gives us time to discuss all aspects of your pet's health and wellbeing. Longer appointments are available on request. During this time the veterinary surgeon will give your pet a thorough examination and discuss the findings with you, including any further tests or treatments that may be necessary. Consultations are by appointment only. Whilst you are in the waiting room we request that you keep your cat in a closed basket and your dog under close control on a lead for their safety.

## Operations

We have 2 fully equipped sterile operating theatres for routine and more complicated surgeries. Animals are constantly monitored by veterinary nurses during their anaesthetic. Patients are admitted between 8.00 and 8.30am on the morning of their operation and most go home later the same day unless they need to stay in for pain relief overnight.

## Imaging



The X-ray facilities here at the hospital enable us to take digital images of your pet's bones and internal organs – this can be invaluable in finding out what may be wrong with your animal. Animals do not often lie still for us; they normally receive appropriate sedation or anaesthesia. Your pet will be fully assessed before any procedure. We have an ultrasound machine which can look at an animal's internal structures such as the kidneys and heart. We also have endoscopes which are fibre-optic cameras used to look inside the lungs, nose and intestines. Referral for advanced imaging can be arranged on an individual case basis by your vet.

## Dentistry

Just like us, animals have problems with their teeth! We have a dedicated dental room at Beeches where we remove tartar with an ultrasonic scaler and polish teeth afterwards. We have the necessary equipment to remove teeth when required and can give plenty of advice about dental homecare with brushing and special diets.

## Laboratory



We have facilities at Beeches to carry out a range of diagnostic laboratory tests which means test results are available on the same day. More advanced tests are carried out at an external laboratory and test results are usually available in 1 – 14 days. The vet will contact clients as soon as results are available.

## Hospitalisation

We have separate kennel rooms for cats, dogs and small mammals so that your pet can be hospitalised in a stress free environment. Nurses care for in- and out-patients all day and hand over to a dedicated night nurse for overnight monitoring. If an animal is critically ill this may involve the nurse sitting up with your pet all night long to give it the best possible care your animal will be transferred to our sister hospital in Maidenhead. We also have an isolation unit which we use for animals that may have contagious illnesses so that they don't spread it to any of our other patients.

## Home Visits



In the majority of cases your pet will receive better treatment if it is brought into the surgery where we have all the equipment and facilities necessary to treat it. However there are some cases when this may be better done in your own home, such as when the time comes for euthanasia. We will try to come out to your home when requested but we ask that you call the surgery in the morning so that we can arrange this around our other duties.

## Emergencies

Unfortunately animals don't always get sick during normal working hours. There is a nurse and vet on the premises 24 hours a day at our sister Hospital in Maidenhead. **Vets-Now Ltd** provide our on-call services in the evenings, weekends and Bank Holidays. In the case of an emergency please dial the usual practice number and you will be directed to the number to call. Please always call first as if you turn up at the hospital the vet may be busy with another emergency and you may have a long wait.

### Nurse Consultations

Appointments are available with our nursing team for

- ✓ Worming treatments and advice
- ✓ Flea treatments and advice
- ✓ Microchip implantation
- ✓ Nail clipping and hair trimming
- ✓ Weight checks
- ✓ Post operative checks
- ✓ Suture removal
- ✓ Dental health checks
- ✓ Dressing changes
- ✓ Diet and nutritional advice
- ✓ Second vaccinations
- ✓ Blood sampling
- ✓ Diabetic clinics
- ✓ Geriatric clinics



### Charging

We charge for our professional services and will issue an invoice for work carried out. We are happy to discuss costs with you and to provide an estimate of any procedures or medications discussed. We strongly recommend pet insurance.

We expect all invoices to be paid in full on the day services are provided. We advise all clients that we do not offer credit facilities. Any invoices not paid within 7 days will incur a 10% surcharge, unless we have agreed a direct claim with your insurance company.

### Supply of Medicinal Products



We can prescribe prescription only medication to animals under our care if they have been seen immediately before prescription, or recently enough for the vet to have personal knowledge of the condition of the animal.

In the case of wormers and flea treatment the animal must have been seen in the previous 12 months. In the case of repeat prescriptions of medication for a stabilized condition the interval is typically 3 months and should not be greater than 6 months. During the early management of a condition the frequency of checks is dependant on the professional judgement of your veterinary surgeon. These guidelines have been created in the best interest of your pet's welfare and it is to safeguard their health that we uphold them. Prescriptions are available from this practice. You may obtain prescription only medicines from us or ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. A prescription may not be appropriate if our animal is an in-patient or immediate treatment is necessary.