

## **NEW CLIENT WELCOME PACK PHYSIOTHERAPY PATIENTS**



**Welcome to Southern Counties  
Veterinary Specialists. You have been  
referred by your own vet to see our  
physiotherapist.**

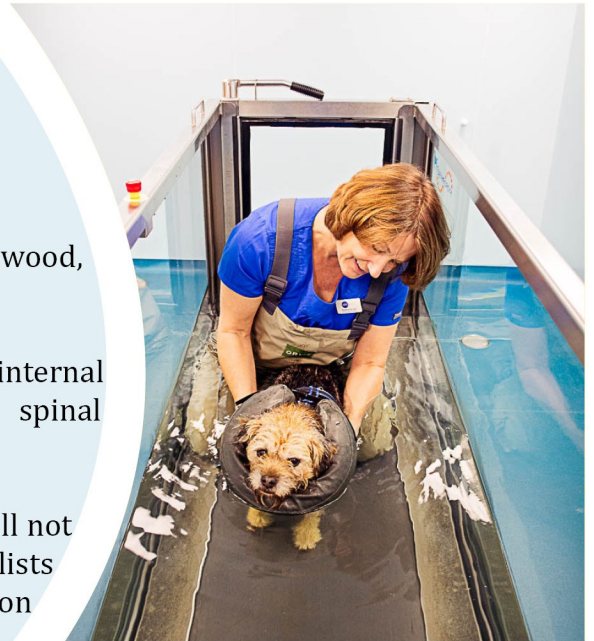
We are a multidisciplinary referral centre based in Ringwood, Hampshire, offering a wide range of specialist services.

We have specialists in the fields of cardiology, dermatology, internal medicine, neurology, orthopaedics, diagnostic imaging, spinal surgery, soft tissue surgery & physiotherapy.

At SCVS we have the most advanced facilities, which you will not find in ordinary veterinary practices. This enables our specialists to offer the highest standard of veterinary care from admission through to discharge.

All of our cases receive comprehensive 24-hour care from our dedicated and highly skilled nursing staff.

We have a full physiotherapy suite equipped with ultrasound, electrotherapy, low level laser, an underwater treadmill and numerous other therapeutic modalities. Our physiotherapy team spend their time dealing with our own patients pre- and post-surgery and accept external referrals of neurological and post-operative orthopaedic cases.



We hope this pack answers any queries you may have.  
Please feel free to contact us if have any questions.

# MEET THE TEAM



## PHYSIOTHERAPISTS

### **DONNA SCOTT** *B.Ed, DIP ANIMAL PHYSIO IAAT, CCRP*

After many years in veterinary practice as a nurse, Donna took time out from work to bring up her family and in 2005 joined the Canine Care Centre at Ringwood as a hydrotherapist. Following two years there, she took her Diploma in Animal Physiotherapy with the International Association of Animal Therapists (IAAT), and since then has worked for SCVS full-time as physiotherapist in the Animal Rehabilitation department. In 2009 Donna completed the University of Tennessee outreach programme in canine rehabilitation to become a Certified Canine Rehabilitation Practitioner.



### **JESSICA GRAINGER** *BSc (Hons), MCSP, MAACP, PGDip - ACPAT Qualified Physiotherapist*

Jessica qualified as a Human Physiotherapist at the University of Southampton in 2011. Whilst working in the NHS as a physiotherapist Jessica started her Post Graduate Diploma in Veterinary Physiotherapy at the University of Liverpool. Jessica qualified as a Veterinary Physiotherapist in 2015, and is registered as an ACPAT Category A practitioner. This fulfils Jessica's life long dream to work as a Veterinary Physiotherapist, and she enjoys the variety and challenges working with animals brings! Jessica still works treating humans and teaching Pilates in her spare time after starting at SCVS as Physiotherapist in 2015.

### **ANDREW GARDINER** *BSC (Hons) Physiotherapy, MRes Clinical Research, PGDip Veterinary Physiotherapy (ACPAT - Cat A)*

Andy qualified as a chartered physiotherapist at the university of Brighton in 2003. Since then he has worked in a variety of both inpatient and outpatient settings and has specialised in the rehabilitation of patients with advanced cancer over the last 9 years. He is also interested in research and successfully completed a masters degree in clinical research at the university of Southampton in 2013. He completed a post graduate diploma in veterinary physiotherapy at Hartpury college in June 2017.



## HYDROTHERAPISTS

**Sarah Eryes** *RCH, Level 3 Certificate in Hydrotherapy - Physiotherapy assistant*

Sarah has always loved working with animals. Her previous jobs include working with horses, working in a boarding kennels, and pet sitting from her own home. Sarah started at SCVS as a kennel assistant, but showed a keen interest in the physiotherapy, so quickly moved to become a full time physio assistant. In April 2012 Sarah qualified as a hydrotherapist at level 3 and passed her diploma in hydrothera-



**Lauren Tofield**

Lauren has always had a passion to work with animals, so in 2013 returned to college and Completed level 3 diploma in Animal Management at Kingston Maurward College. She then started working as an animal nursing assistant at SCVS in 2014. Lauren is in the process of completing the level 2 Diploma for Veterinary Care Assistants/ intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment. In October 2016 Lauren moved to the physio dept to be a physio assistant, and is currently working towards Level 3 Certificate in Hydrotherapy for small animals.





# NEW CLIENT INFORMATION



## Before your appointment:

- Feeding** Please feed your dog as normal before your physiotherapy appointment unless you have been otherwise instructed (as may be the case if you have an appointment with another discipline on the same day).
- Medication** Administer medication as normal on the same day before your appointment unless we have advised you not to. Please telephone us and ask if you are unsure.
- Payment** Please read our guidelines on payment (on the next page). If insured, bring your policy documents and a claim form with you

## What to expect on arrival at SCVS:

On arrival at SCVS you will be received by our friendly reception staff before being shown into the physiotherapy suite. All consultations are conducted by one of our physiotherapists with the help of our physiotherapy assistant.

The initial physiotherapy consultation typically lasts between 45 and 60 minutes. Some dogs behave better with their owners out of the room, but in general we ask that you plan to be present for physiotherapy sessions.

The physiotherapy suite consists of two rooms, the procedure room and the hydrotherapy room. In the procedure room the physiotherapist will use a combination of modalities and exercises including TENS (transcutaneous electrical nerve stimulation), NMES (Neuromuscular electrical stimulation), PROM and AROM (passive and active range of motion exercises) and therapeutic ultrasound depending on the dogs condition. In the hydrotherapy room we perform hydrotherapy in an underwater treadmill. The vast majority of dogs tolerate the treadmill very well, indeed, a large proportion of dogs appear to enjoy this time. Hydrotherapy in an underwater treadmill encourages low-impact flexion and extension of the joints and placing of the limbs in a controlled manner.

Should hydrotherapy in our underwater treadmill be a part of the physiotherapy regimen for your dog, please note that, although we do our best to dry dogs before sending them home, they will still remain damp on the way home in the car. We ask that you bring a towel along from home to help dry your pet.

During physiotherapy sessions our physiotherapist will show you exercises which you may perform with your pet at home to help with your pets recovery.

*We aim to make your visit to us as positive an experience as possible.*

*If you have any questions or are concerned in any way please contact us.*

*Our reception team will be able to help with most queries and will liaise with the vets over more technical questions.*

# FEES AND INSURANCE



## Fees

1st Consultation	£89
Single physiotherapy consultation	£49

## Payment

We do ask that all fees are settled at the time of treatment, unless prior arrangement has been made. Please call us in advance if you want to discuss payment. We take all major credit and debit cards (not American Express), cheques or cash.

## Insurance

Insurance companies will usually pay for all investigation and treatment (with certain provisos). However, your insurance company will not discuss your policy with us, so it is your responsibility to check that your pet's cover is adequate, and if your insurance company does not pay a claim, for whatever reason, you will need to take responsibility for payment of the whole bill. Therefore, please make sure you are aware of:

- Whether your policy includes physiotherapy and/or hydrotherapy –some do not
- The total level of cover for this condition
- Any conditions excluded from the cover
- How much of that cover, if any, has been “used” for treatment at your vets.
- Any expiry date that may apply to the cover
- The amount of any excess that you have to pay

You will also need to ensure that you have a signed claim form with you when you arrive for your initial consultation.

We usually require our fees to be settled in full when you collect your pet unless we have agreed to a direct payment claim. To do this, we will need to confirm your policy details with your insurance company & we will require you to contact your insurance company to give them permission to discuss your policy with us. We must emphasise that we cannot be held responsible if, for any reason, your insurance company does not pay a claim.

Most policies have an excess which you must pay. This may be a fixed sum or a percentage of the claim and varies from policy to policy. We will ask for your excess to be paid to us before treatment is commenced. If it is a percentage, our vets will give you an estimate of costs when they have examined your pet, and we will use that estimate to calculate the deposit required. At the end of treatment, you will need to settle any balance owing or we will reimburse you any overpayment.

Please bring a completed and signed claim form with you on the day of your appointment, and we will undertake to complete and forward the form within 5 working days of treatment finishing. We may need further signed claim forms from you where treatment exceeds one week or follow-up appointments are required.

# TERMS AND CONDITIONS



Thank you for entrusting the care of your pet to our Practice. This letter details our Practice Terms & Conditions. There are separate Terms and Conditions for use of our website which can be found on the bottom of each page of the website. Some aspects of the Terms may not be relevant to you. If anything is unclear, please ask for further explanation or clarification.

## OUR PRACTICE

We, Independent Vetcare Limited (trading as Southern Counties Veterinary Specialists), aim to provide the highest standards of veterinary care. Southern Counties Veterinary Specialists is dedicated to providing a cutting edge service for your pets. We encourage all members of the Practice to fulfil this through extensive further education, and constant consideration of their client and their pets; our facilities and equipment are updated and maintained to the highest standards. Independent Vetcare Limited are a group of leading veterinary practices across the UK who have come together to pool resources, skills and knowledge.

## OUR STAFF

We undertake to provide veterinary care of the highest standards for your pet. Our veterinary surgeons are all members of the Royal College of Veterinary Surgeons, the British Veterinary Association and the British Small Animal Veterinary Association, amongst others. They also have additional qualifications and specialise in different areas of veterinary medicine and surgery. They are all covered by Professional Liability Insurance and the practice is covered for Public Liability.

We are fortunate that the vast majority of clients we deal with are a pleasure to help. However, we will not tolerate any physical or verbal assaults on our staff, and will involve the Police if necessary. We reserve the right to refuse treatment on these grounds, although will always pass on any patient medical records we have to another veterinary surgeon.

## OPENING HOURS & EMERGENCIES

Our normal opening hours for consultations are 8am to 6pm Monday to Friday and 8am to 1pm on Saturday (dermatology only). All animals are seen by appointment only, and all are seen by referral from your usual veterinary surgeon only. We run an emergency veterinary service out of normal hours, which is available 24 hours a day for 365 days of the year, but animals are only seen after referral from your usual veterinary surgeon. Therefore, in emergency, your own veterinary surgeon should be called first, and they should contact us if necessary. Please leave routine enquiries for normal office hours. Our fees out of hours will be higher than normal to reflect the appreciable extra costs incurred in providing this service.

## REFERRAL

We only see animals by referral from their usual veterinary surgeon. We will expect to see all relevant clinical history and results of diagnostic tests, and will freely share our clinical notes and test results with your veterinary surgeon. We will be responsible for passing the relevant information back to them. Our aim is to work closely with them to achieve a favourable outcome for you and your pet. We will not become your new vet, but we will assist your usual vet. Follow-up checks will usually be necessary with us, although we will try to ensure that, for your convenience, your vet carries out as much of the treatment as possible. Please note there is always a charge for follow-up consultations.

## **HOSPITALISATION**

All animals which need to be kept on our premises are cared for by a qualified Veterinary Surgeon and Veterinary Nurse at all times of the day and night. These members of staff are up and working all night, and are available to give medication, check intravenous drips, and monitor all in-patients at all times. Several specialist veterinary surgeons are available at short notice 24 hours a day. For security reasons, the nurses are not allowed to open the doors out of hours, unless a vet is also present. The hospital is protected by alarm.

## **VISITING**

Sometimes pets stay in our hospital for several days and understandably you may wish to visit your pet if this happens. We have written some guidelines on our website explaining our procedures and limitations around visiting times and duration.

We ask that visits are limited to 20 minutes. This is to prevent patients from being away from the ward for too long and therefore being off intravenous fluids or missing medication times and to allow staff to concentrate on patient care.

## **FEES**

A sample of our fees is available in our client packs, on our website or on request. Please ask if you would like to know the cost of anything else. We would encourage you to discuss costs of procedures in advance with our vets. They are used to doing this, and are happy to provide estimates of costs at any time. Please bear in mind that estimates can only be approximate. Pet's illnesses will often not follow a conventional course. However we do undertake to attempt to discuss any changes in costs before continuing, unless treatment is essential for your pet's welfare.

All fees are due for settlement at the end of the consultation, the discharge of your pet after hospitalisation and upon collection of drugs and diets. You may settle your account using cash, cheque, or most Credit and Debit cards. We do not accept American Express.

## **CONSENT FORMS**

You will be asked to sign a consent form if your pet is left with us for diagnostic tests or treatment. The form covers treatment and tests we plan to carry out, as well as an estimate (not a quotation) of fees we feel likely to be incurred. Our vet will go through this with you, and answer any questions you may have. This is an important legal document, so please be sure that you read it carefully before signing. Signature may be by the owner of the pet or their Agent. The person signing the consent form must be 18 years old or above. Agents should note that they, personally, are legally liable for any document they sign.

## **PET HEALTH INSURANCE**

We strongly support the principle of insuring your pet against unexpected illness or accidents, and understand how important this can be for clients who may otherwise be unable to pay our fees. We are happy to complete Pet Insurance claim forms, and will claim directly with your insurance company for bills over £100, as long as you have provided us with the necessary policy details before treatment commences.

Most policies have an excess which you have to pay and we will ask for this as a deposit at the beginning of treatment. If a signed claim form is not passed to us, or the excess we require is not paid at the time of treatment, we will be unable to claim directly and the full fees will become due immediately. In this case the settlement terms will apply (see Settlement Terms below). We undertake to complete all claim forms within 7 working days to ensure that your payment is not delayed.

Please remember that the insurance policy contract is between you, the client, and the insurance company. We cannot be held responsible for any matters which result in a claim being refused, and in these cases you will be responsible for settling our account in full – see Settlement Terms below.



## **SETTLEMENT TERMS**

### **Uninsured or standard insurance claims**

Should an account not be settled and become a "bad debt", we will after due notice to the client refer the outstanding debt to a Debt Collection Agency. In addition, a 15% charge of the total bill will be charged immediately and any costs incurred by us in collection of the debt will be passed on to you. These will include the commission charged by the Debt Collection Agency, as well as any fees charged by the Court, and costs to us of correspondence, attendance at Court, phone calls, and home visits.

Fees will be subject to variation, and these figures are given as guidelines only. Any cheque that is returned by our Bank as unpaid, any Credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

## **DIRECT INSURANCE CLAIMS**

We offer the option of submitting a "direct claim" for bills over £100, so that your insurers can pay us directly for the treatment. In order for us to offer this option, we need to speak to your insurance company to perform a basic scan of your policy. If the signed claim form is not provided to us or excess due to us is not settled at the time of treatment, the fees will be due immediately and the settlement terms above will apply.

In the case of an insurance claim being refused by the Insurance Company, we will help if we can. However, all fees will become payable by the client immediately. These will be subject to the settlement terms laid out in the paragraphs above.

If fees covered by a direct insurance claim are not settled by the insurance company and/or the client, then our settlement terms and fees will apply.

In all of the above, if a direct claim is not settled because of an error made in completing the insurance claim form by SCVS staff, then settlement fees will be due after the corrected claim form was sent to the insurance company to their satisfaction.

## **INABILITY TO PAY**

If for any reason, you are unable to settle your account as specified above, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part payments is at the Company discretion. We do also work with a third party interest-free loan Company subject to credit checks. This payment option must be approved prior to any treatment taking place. Failure to adhere to any agreed payment plans will result in the outstanding debt being sent to our debt collection agency, in line with our settlement terms for "bad debt".

## **USE OF YOUR DETAILS & CONFIDENTIALITY**

Southern Counties Veterinary Specialists is registered under the Data Protection Act. Your details will not be passed on to any third party. However, we may from time to time contact you for follow up on your pet's progress. We follow the guidelines of the Royal College of Veterinary Surgeons, which require us to keep patient files confidential; unless to do so would, in our opinion, compromise your pet's welfare.



### **TELEPHONE CALLS**

Please note that calls may be monitored or recorded.

### **OWNERSHIP OF RECORDS**

Case records are the property of, and will be retained by Southern Counties Veterinary Specialists. Copies will be passed, on request, to your usual veterinary surgeon, or to the client following written request. Ownership of radiographs, ultrasound, CT and MRI scans and similar data will remain with the Practice. Any fee which has been paid will be for the preparation of these images and their interpretation only and does not imply your ownership. However, we can provide clients with copies of these images. A small charge may be made to cover our costs.

### **COMPLAINTS AND STANDARDS**

We hope that you never have recourse to complain about the standard of service received. However, if there is something which you are not happy about, we would encourage you to let us know, so that appropriate action can be taken. Please contact the Practice manager in the first instance. We will reply to all instances promptly.

### **REPEAT PRESCRIPTIONS**

We are a referral veterinary practice, where possible repeat medications should always be sourced from your usual vet. Occasionally your vet may ask us to do so if, for example, they do not normally stock a particular medicine. Should you need to arrange medication from us, we will need 3 working days' notice. Medication can be posted out at a charge £8 to cover postage & packaging.

If you are claiming from your insurance, we are unable to process direct claims for under £100. Therefore, any repeat medications below £100 will need to be paid for before it is dispensed.

We can supply a prescription if required at £30.00 incl. VAT for you to source the medication yourself. Please note, we cannot take responsibility for medications purchased elsewhere that has been stored incorrectly or have incorrect labels. Please also note that it is a criminal offence to use medications that do not have a UK Licence (e.g. from some foreign internet sites).

### **RETURN OF MEDICINES**

We are unable to re-sell medications for legal reasons, and therefore are unable to give a refund for any returned to us. However, we are happy to dispose of any medications for you free of charge.

December 2017

# HOW TO FIND US



## From the East:

Approach via M27 Southampton and onto the A31.

Go past the Picket Post underpass with the Shell garages either side of the motorway. Continue down the hill and take the next slip road left signposted to Poulner. See red arrows on map. →

At the mini roundabout turn right and go over the motorway bridge. →

Take the next exit right and at the roundabout go straight over and re-join the A31. →

Continue up the hill and take the next slip road left signposted to Hangersley.

In-Excess garden centre will be ahead of you as you turn left.

Continue down the road as it bears left.

Forest Corner Farm is the next right hand turn signposted SCVS on the fence.

Go over 2 speed bumps and our car park is directly in front of you, with the entrance to reception on the left.

## From the North:

Approach via the A338 from Salisbury.

At the Ringwood roundabout take the 1<sup>st</sup> exit left onto the A31, signposted to Southampton.

Continue up the hill

Take second slip road on your left signposted to Hangersley.

In-Excess garden centre will be ahead of you as you turn left.

See approach from the east for directions from here.

## From the West:

Approach via the A31 from Dorset.

Stay in the outside 2 lanes and go past the Ringwood town centre turnoff.

Continue up the hill

Take second slip road on your left signposted to Hangersley.

In-Excess garden centre will be ahead of you as you turn left.

See approach from the east for directions from here.

NB Directions were correct at time of printing and should only be used as guidance.

**Southern Counties Veterinary Specialists**  
6 Forest Corner Farm  
Hangersley  
RINGWOOD  
Hampshire  
BH24 3JW

**Tel:** 01425 485615  
**Fax:** 01425 480849  
[admin@scvetspecialists.co.uk](mailto:admin@scvetspecialists.co.uk)

**[www.scvetspecialists.co.uk](http://www.scvetspecialists.co.uk)**