

# DENTALVETS REFERRALS



DentalVets  
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[www.dentalvets.co.uk](http://www.dentalvets.co.uk)

Dear

Thank you for making a dental/oral surgical appointment with Mr Johnston.

Your appointment time is.....on ..... at our **NORTH BERWICK** surgery.

There is a map enclosed for your convenience. Please read these guidelines carefully and contact the practice, or e-mail us if you have any problems. **In particular we would like you to read the instructions as regards insurance claims.**

## **It will help us if you follow these instructions**

- **Cancellation Policy**

The day we are booking you into will have a maximum of three cases. There may be less depending on their complexity and nature. **If you cannot make your appointment, please contact us without delay.** Failure to cancel directly with us by telephone will result in a first consultation fee being charged – currently £ 120 plus VAT. (Bite appraisal with report £140 plus VAT)

- **History**

We require a medical history of the case from your veterinary surgeon that covers the previous two years. This should include all relevant details including medication, allergies, blood tests and the results of any x-rays and biopsies. The history should be faxed to us **ahead of your visit** and should clearly indicate the practice name, address and veterinary surgeon our report should be address to after your visit. Many insurance companies require us to include this history with your claim.

- **Treatment Costs & Payment**

The treatment costs will depend on what treatment and medication is required for the problem in question. An estimate can be provided at the time of consultation before any work is performed. Also, a general indication of fee range may be possible before we have seen the case if you require this. The minimum cost of the initial consultation and written report to your veterinary surgeon is £ 120 plus VAT (£140 & VAT for bite appraisal). All fees are payable on the day. We accept all major credit cards and switch payments.

- **Pet Insurance**

If your pet is insured, we request that you bring a claim form with you on the day. There have been major changes in the regulation of pet insurance by the Financial Services Authority since January 2005. As a result, it is now difficult for us to contact a company on your behalf. In addition, many mid-priced insurance policies will now provide cover for broken teeth only. It is well worth you checking your terms and conditions before you travel. Pet Plan continues to cover almost all dentistry. They do, however, require two years of dental history with any dental claim. Your vet needs to send this to us.

**Our policy is that we will make direct claims to your insurance company on your behalf as long as the following criteria are satisfied: (Please note that we do not make direct claims to E&L)**

- **Check that the condition you will be claiming for is covered by your policy. Some companies prefer that you pre-authorise the claim one week before your visit.**
- **Bring a claim form with you signed by the policyholder listing us as beneficiary.**
- **Bring documentary evidence your pet is currently insured and a note of the sum of the excess. You will need to pay the excess to us on the day.**

- **Feeding**

Please do not feed your pet any **solid** food from midnight the night before your appointment as feeding may interfere with blood tests and anaesthesia we may wish to perform. Water can be provided normally up to the point of admission.

- **Day Planning**

Most surgical treatments will be performed on the same day. Please allow us a full day with your pet at the practice. Depending on the procedure and whether you have a late or an early appointment this can mean up to six hours unless you have been advised otherwise. However, some x-ray rechecks will only require sedation, and two hours is often sufficient for this. If you would like to arrange local accommodation we have a list of pet-friendly hotels on our website.

Our normal practice is to telephone you immediately the procedure is completed. This will give you around an hour notice of the likely discharge time. Please advise us of your contact telephone number that day.

There are a number of interesting places to visit in North Berwick & East Lothian. Our website has some links and we can supply you with advice and leaflets at reception for options and directions. We look forward to seeing you and your pet. If you have any questions please feel free to contact Mr Johnston by the telephone number listed above or by e-mail to: [nj@dentalvets.co.uk](mailto:nj@dentalvets.co.uk)

**Norman W Johnston BVM&S FAVD DipAVDC DipEVDC MRCVS  
RCVS, American and European Specialist in Veterinary Dentistry**