

# DENTALVETS REFERRALS



DentalVets  
31 Station Hill  
North Berwick  
East Lothian  
EH39 4AS

Tel: 01620 890002  
Fax: 01620 890002

[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 and you can also search for DentalVets on Google Maps. 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 £ 131 plus VAT.

- **History**

We will request directly a medical history of the case from your veterinary surgeon that covers at least the previous two years. This needs to include all relevant details including medication, allergies, blood tests and the results of any x-rays and biopsies. Please advise us the name of the veterinary surgeon and, if relevant, which branch of your practice that you attend. We require these details to ensure we know of any health problems that may be relevant to us, for detailed written reports back to your vet and for your insurance claim.

- **Treatment Costs & Payment**

The treatment costs will depend on what treatment and medication is required for the problem in question. If you are not insured a written estimate can be provided, based on your vet's assessment, 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 £131 plus VAT. If you are not insured 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 at each visit. Due to Financial Services Authority regulations it can be difficult for us to contact a company directly on your behalf. In addition, many mid-priced insurance policies only provide cover for traumatic damage to teeth. It is well worth you checking your terms and conditions before you travel. We are happy to assist you with this as we know how most companies deal with claims. Remember that most companies require two years of dental history with any dental claim. We will request this from your vet before you come.

**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 due to past problems we do not make direct claims to the Kennel Club Healthcare Plan or Equine & Livestock.)**

- **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. We will fill it in for you.**
- **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 & Exercise**

If you have a **morning** appointment, please **do not** feed your pet any **solid food from six hours (four for pups/kittens) before** your appointment. Feeding may interfere with blood tests and anaesthesia we may wish to perform. If you have an **afternoon** appointment you can feed your pet **solid food before 8am** on the morning of the appointment. **Do not withhold water from dogs or cats. Water can be given to the point of admittance.** If you have travelled a long way it helps us if you exercise your dog before your appointment – they are much more comfortable with an empty bladder. We have poo bags if you need them. Please do not allow your dog to go into the sea. A wet dog can chill quickly during surgery.

- **Day Planning**

Most surgical treatments will be performed on the same day. Please allow us at least a half day with your pet at the practice. Depending on the procedure and whether you have a late or an early appointment this can mean 4-5 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. ([Locations & Links page](#))

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. North Berwick is an area of outstanding beauty and there are a number of interesting places to visit in the area. Our website has some links ([Locations & Links page](#)) 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 us 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**

# DENTALVETS REFERRALS

## DIRECTIONS TO:

**DentalVets Referral Clinic**  
**31 Station Hill**  
**North Berwick**  
**EH39 4AS**

**Tel: 01620 890002**

## By Train

Scotrail run direct trains from Edinburgh (Waverley) to North Berwick. These take from 22 to 33 minutes and run every hour except rush-hour when there is a half hourly frequency. Our clinic is a three minute walk from the station. Exit the station and turn left on Station Road. At the traffic lights (about 50 yards), turn right down Station Hill and we are the first shop on the right. The timetable can be downloaded as a PDF file at

<http://www.scotrail.co.uk/timetables-routes/1021>



## By Road

### SatNav Directions

Our postcode is EH39 4AS. Our Address is 31 Station Hill, North Berwick.

Good websites for directions are:

<http://open.mapquest.co.uk> or <http://mapq.st/vVnQUu>

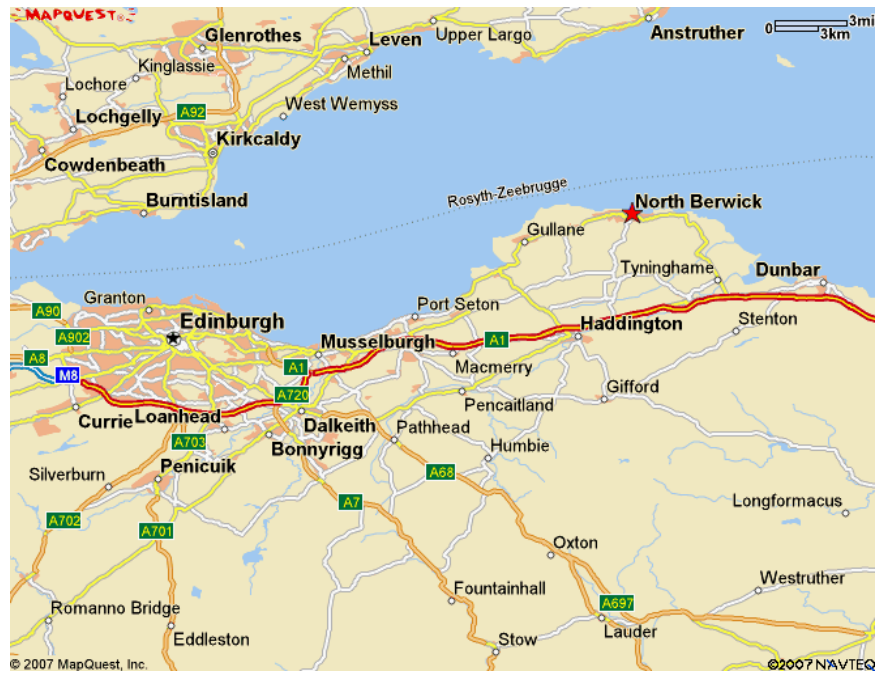
<http://www.theaa.com/travel/index.jsp>

<http://www.rac.co.uk/web/routeplanner/>

## FROM EDINBURGH

Access the **A1** or the **City By-Pass (A720)** and travel **east** towards the **A1**.

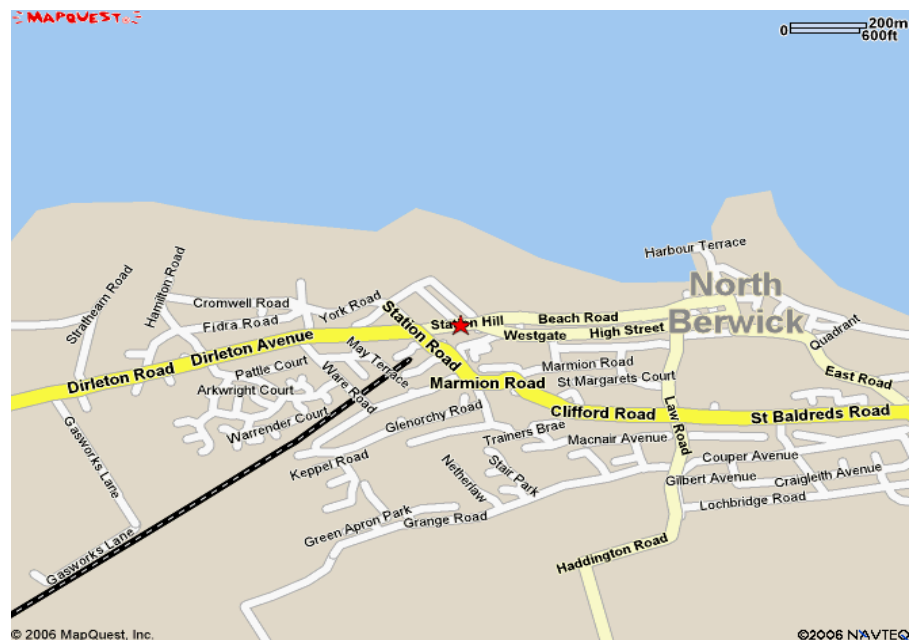
Leave the A1 at the **Bankton Junction** and follow **A198** signposted to North Berwick. This will take you initially to Longniddry. At the roundabout next to the railway station in Longniddry you have two choices.



1. The coastal scenic route sticks with the **A198** and goes through **Aberlady** and **Gullane** following the coast. Nice views and about 10 minutes longer than the inland route.

2. The inland route follows the **B1377** from **Longniddry station** roundabout and becomes the **B1345** at **Drem**. It joins the A198 at Dirleton. Turn right at the T junction when it meets the A198 and proceed to North Berwick.

Enter North Berwick and drive straight towards the town centre. We are the first shop building on the right after the second set of traffic lights approximately 0.7 miles from the 30 mph signs at the edge of town. At the second traffic lights you will see a sign to the rail station on the right. There is ample free parking at the station (only 100 yards from us) or in either York Road or West Bay Road opposite us.



## **FROM THE NORTH**

Take the **Forth Road Bridge** and follow signs for M8/Glasgow after bridge. At the Newbridge underpass bear left to take the M8 towards Edinburgh. At the **Hermiston Gait junction** take the **City By-Pass South (A720)** towards Berwick (A1). **Follow the A720 to the Sherifhall roundabout and onwards to the A1 (direction Berwick on Tweed).** **Once travelling south on the A1 leave at the Bankton junction (2<sup>nd</sup> junction) and then as per the Edinburgh directions above.**

**PLEASE NOTE THAT BERWICK-ON-TWEED IS NOT NEAR NORTH BERWICK – IT IS ABOUT 30 MILES SOUTH.**

## **FROM THE WEST**

Take the **M8 to Edinburgh** and at the end of the M8 motorway (Hermiston Gait junction) go onto the City By-Pass (A720) and then as described above in the directions from the north.

## **FROM THE SOUTH**

### **From Northumberland and Tyneside:**

Take the **A1 north**. At **Dunbar** do **NOT** take the **A1** dual carriageway but continue round roundabout to the **A199** and follow this parallel to the old A1 until **North Berwick A198** is signed. Turn right onto the A198 and follow to North Berwick. **Follow the A198 through North Berwick (signed Edinburgh)** via Tantallon Road, Dunbar Road, St Baldreds Road and Clifford Road. You will pass the Rail Station on your left. Just past the station is a crossroads with traffic lights. Turn right down the hill and we are the first shop on your right. Alternatively, park at the station and walk the last 100 yards.

### **From Cumbria and South West Scotland**

Take the **M74 and follow directions to Edinburgh**. Just past the city limits you need to turn right (**east- direction Berwick on Tweed**) **onto the City By-Pass A720**. Once on the A720 follow directions as for Edinburgh.

## **North Berwick and things to do:**

If you intend to remain in the North Berwick area while your pet is with us there are a number of activities we can supply details for. North Berwick is a picturesque harbour town with outstanding beaches and coastal walks within the town and nearby. The John Muir Country Park is only 4 miles away. Check the website on:

<http://www.eastlothian.gov.uk/content/0,1094,1002,00.html>

There are many excellent golf courses within 5 miles and the award winning Scottish Seabird Centre <http://www.seabird.org/home.asp> is located at the harbour. If you require B&B accommodation we will endeavour to assist you with this. The Visit Scotland tourist office can be found at [www.visitscotland.com](http://www.visitscotland.com).

Our reception can provide you with more detailed information if required.