

BEING REFERRED TO SOUTHFIELDS VETERINARY SPECIALISTS

What to expect when your pet is referred to us for specialist care.





YOUR PET COULDN'T BE IN BETTER HANDS

If your regular veterinary surgeon decides your pet needs specialised expertise they are likely to refer you to a veterinary specialist; when someone carries this title, it means they have gained the highest level of recognition of expertise possible in clinical veterinary work.

At Southfields Veterinary Specialists we have a team of expert veterinary specialists, clinicians and veterinary nurses, all ready to take the best care of your pet. You can rest assured, at Southfields your pet is in the safest hands when specialist care, attention, and treatment is needed. This leaflet explains what you can expect when you are referred to us. If you have any questions, contact our Client Care team on **01268 564664**.

Our multi-disciplinary team works across 14 specialist services:

- + Anaesthesia and Analgesia
- + Cardiology and Interventional Cardiology
- + Dentistry and Maxillofacial Surgery
- + Dermatology
- + Diagnostic Imaging
- + Emergency and Critical Care
- + Exotic Pets
- + Internal Medicine
- + Neurology and Neurosurgery
- + Oncology
- + Ophthalmology
- + Orthopaedics
- + Radiotherapy
- + Soft Tissue Surgery

The best possible care

- + Daily emergency and urgent appointments available when referred by your vet
- + 24-hour intensive care unit
- + Qualified veterinary and nursing team on-site 24/7, 365 days a year
- + Rapid feedback to your regular veterinary surgeon on diagnosis and treatment

Advanced clinical facilities

- + One of the largest and best equipped veterinary centres in the South East of England
- + Just 30 minutes from Central London and 5 minutes from M25
- + Comfortable waiting room and separate cat entrance and waiting area
- + Separate cat and dog wards
- + Spacious consulting rooms





YOUR QUESTIONS, ANSWERED

Why has my pet been referred?

Your vet may be concerned that your pet has a persistent or serious problem which needs to be looked into by a specialist. It's just like a GP referring you to a hospital consultant.

What do I need to bring with me?

Your regular vet should supply us with a letter of referral, with details of your pet's relevant history and a brief summary of their current problem. Please also bring any X-rays, scans or other information that your vet may have given you. To minimise the risk of cross infection, please don't bring your pet's belongings (bedding, toys, etc.) Don't worry – we'll ensure your pet's as comfortable as possible while we're looking after them.

Does my pet need to be vaccinated?

We recommend that your pet is fully vaccinated, which should include kennel cough, in sufficient time to provide immunity before attending an appointment at Southfields. You should discuss this with your vet if you have any questions.

How much will it cost?

Estimates of costs will be provided during your initial consultation. Due to the nature of the work carried out, the actual cost may vary depending on the diagnosis, treatment provided, or emergency situations. We will keep you up to date with any changes as treatment proceeds.

How does insurance work?

If your pet is insured, you'll need to get in touch with your insurance company to let them know your pet has been referred to us. If you would like us to fill in the Veterinary Surgeon's section of the claim form, simply bring it with you when you come to collect your pet. If you would like us to make a Direct Claim on your behalf, this needs to be agreed before attending your pet's first appointment. Please call our Client Care team on **01268 564664** for more information.

To find out more please visit southfields.co.uk

CARING FOR YOUR PET FROM START TO FINISH

When you arrive

Please aim to arrive 10 minutes before your appointment so that we can check that the information that we hold for your pet is correct.

Your consultation

A clinician will review your pet's history and any test results. After a thorough examination, your clinician will discuss your pet's specific health issue with you, whether further tests and/or treatments are required, the anticipated costs and expected prognosis.

What happens next

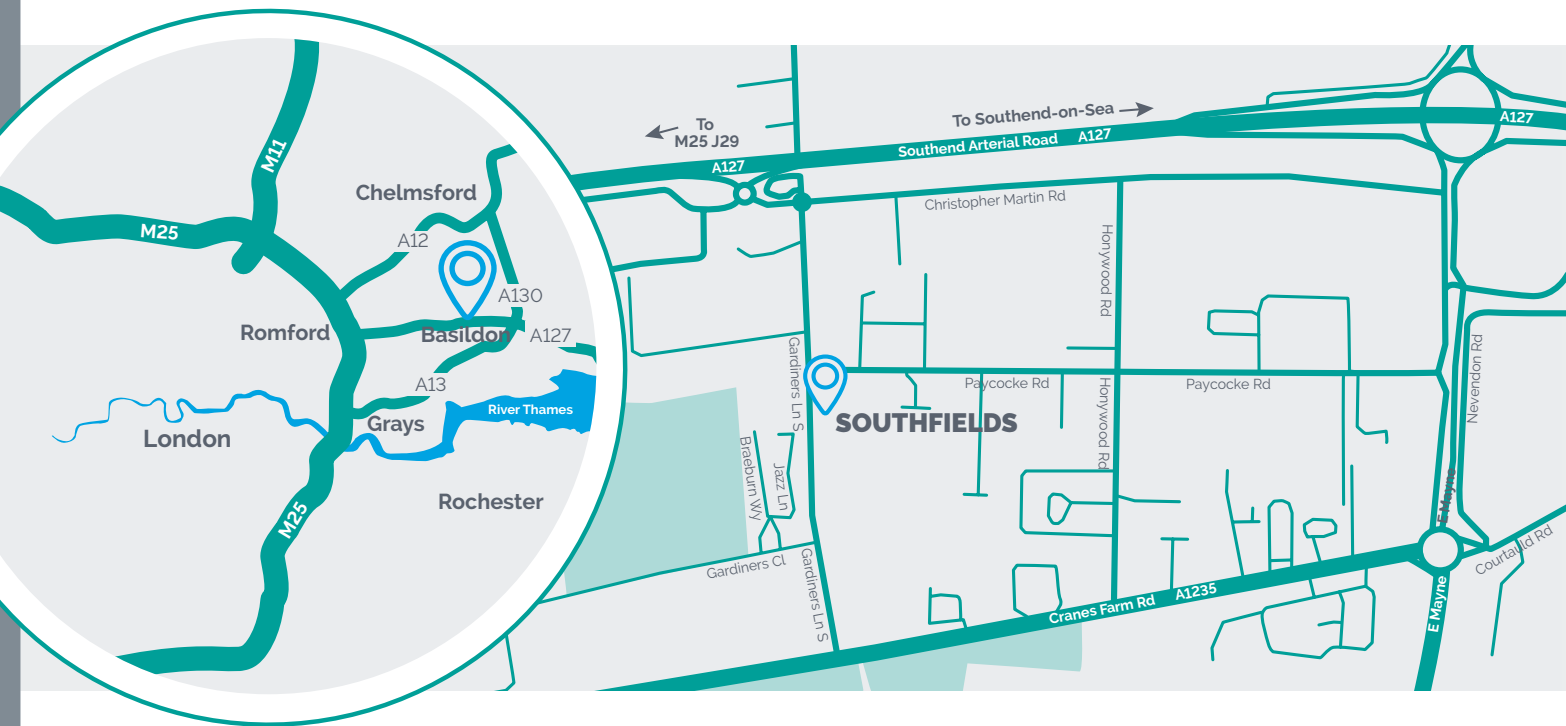
Your pet may need further procedures – and may need to stay with us whilst we carry these

out. Once the required investigations, tests and operations are complete, your clinician will discuss the results with you, as well as any further actions needed. Your pet will then be discharged with a care plan. We'll also contact your primary vet with an update.

If your pet has to stay with us...

You may want to call us to see how things are going. We're open for routine enquiries from 7am - 9pm weekdays and 8am - 4pm Saturdays, but we can suggest the best time for you to call us.

Rest assured, your pet will have 24-hour care, with experienced Veterinary Surgeons and nurses on site right throughout the night.



Address

Southfields Veterinary Specialists
Cranes Point
Gardiners Lane South
Basildon
SS14 3AP



Oliver Marsh and his team have been nothing but amazing, informative and have put our mind at ease. Our little boy cat Neo has been having seizures for the last 2 months, each more serious than the next, so we were referred to Southfields, they did scans, blood work, checked for fluid etc. They looked at every scenario and gave us an answer for what may be causing the issue. Oliver kept us informed each day, and the receptionists were very happy and upbeat. 5 stars.

NEO'S OWNER



Follow us



For more information, get in touch

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southfields.co.uk

Southfields
veterinary specialists

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