



APPOINTMENT INFORMATION & PRE-PLANNING

🕒 **Appointment times:**

Please try to arrive 10 minutes before your appointment so that your details can be registered. If you are unable to attend the appointment, please inform the practice as soon as possible so I can re-schedule our meeting.

🕒 **Clinical notes:**

Your referring veterinary surgeon will need to forward your personal contact details and your pet's medical history in advance. You will need to agree to the transfer of this information as per the general data protection guidelines. Please bring in details of any other medications you have been using as well as all components of the current diet. It is often helpful to contact your pet's breeder to enquire if his/her close relatives have suffered from any skin conditions.

🕒 **Client History Questionnaire:**

Please complete the form on my website, kindly provided by Zoetis, and send it to me as soon as an appointment has been booked.

🕒 **Food and water:**

Please do not feed your pet any food whatsoever for at least 12 hours before the appointment. Water intake should not be restricted.

🕒 **Presentation:**

Please do not wash your pet for at least 1 week prior to the appointment. Dog owners please restrict exercise to lead walk on the day of the appointment and ensure that the coat and paws are thoroughly dry on arrival.

🕒 **Terms of Business:**

An estimate of the initial costs will have been provided after the clinical notes have been studied. This estimate can only be a guide as the final cost of each individual case is difficult to assess. Please note payment will always be required at the time of consultation.

🕒 **Insurance:**

Please contact your insurance company before attending the first appointment, especially regarding policy exclusions and duration of cover after the initial claim (per condition, with or without time-limit, or truly lifelong). Please note that RSA-underwritten policies (Argos, Homebase, John Lewis, M&S, More Than and Tesco) have specific referral stipulations (see <http://www.theskinvet.net/other-information/clinics/>). Direct claim requests need to be discussed with the individual clinic involved.

🕒 **Photographs:** I routinely take photographs of skin cases to monitor appearance and progression and will often be added to my reports. The (anonymised) images may also be used on my website, as well as in presentations, teaching, scientific journals, textbooks, advertising etc.