

Visiting Eastcott Referrals - Frequently Asked Questions

How is a referral arranged?

Your vet will contact us to discuss your pet's case and to make the referral. A member of the Eastcott Referral team will then call you to discuss the arrangements further and an appointment will be made. We will provide appointment confirmation directions and other relevant information via post or email.

What time should I arrive?

Most **non emergency** appointments are between 9-10am weekdays.

How should I prepare my pet?

If your pet is coming in for an operation, it is essential that your pet has an empty stomach prior to the anaesthetic. Please do not give your pet anything to eat from midnight the night before the anaesthetic. Do not withhold water unless specifically advised. Cats should be kept indoors overnight to ensure they are starved and do not go missing in the morning. Allow your dog the opportunity to toilet before admission. Animals such as rabbits, guinea pigs, rats etc. do not need to be starved.

What should I bring with me?

You should bring any X-rays, scans or other information that your vet may have supplied. Your vet may have sent this information ahead via email. You should bring any relevant insurance documentation, including a blank claims form. See 'Can I claim on my insurance'. If your pet is on a special diet or medication, please bring enough supplies for the duration of your pet's stay with us.

Will I be able to talk to the vet before the operation/procedure?

On the day of admission you will see the referral vet who will discuss your pet's surgery or treatment. They will discuss the case and obtain a full clinical history and may take blood for tests. This will ensure that we have a complete overview of your pet's condition and can address your questions and any concerns before your pet is admitted. On the rare occasion that the vet is caught up in an emergency procedure, information will be passed to a member of the team and the vet will contact you as soon as they are available.

Where will my pet stay?

Once admitted to the hospital your pet will be taken to an individual kennel where he/she will stay before and after any treatment or surgery. Should you wish to see the kennels and hospital please make an appointment for a short guided tour prior to admission. This may not be possible at busy times or if your pet is being admitted as an emergency.

How do I receive updates on my pet's progress?

The vet will call you with updates and advise you of going home times. If you call to check on your pet's progress, please be aware that it is not always possible to speak to the vet in charge of your pet's case. He/she will return your call as soon as possible. For dental cases, 90% of patients will go home the same day but this can vary. Most other cases stay in overnight but you will be advised by phone and will be given an indication as to how long your pet may stay at the time of admission.

What is there to do whilst I am waiting if my pet is coming home the same day?

We are located opposite a large Morrisons that has a café for refreshments. There is shopping at the Mcarthurglen Designer Outlet Village and Marlborough is a short distance away. Further information on the Swindon area can be found at The Swindon Visitor Information Centre.

Is there somewhere nearby that I can stay overnight?

There are a number of local hotels nearby. The Holiday Inn SN3 6AQ is a 2 minute drive away and has free parking.

What happens if my pet is hospitalised?

We have vets and veterinary nursing staff on site 24 hours a day so that all animals are regularly checked, attended to and given plenty of TLC. The vet in charge of your pet will also be on call to ensure out of hours treatment is always available. If your pet requires a special diet, please bring a sufficient quantity for three days, or longer if needed. If you wish to visit your hospitalised pet, this must be arranged by the vet in charge of the case.



Visiting Eastcott Referrals - Frequently Asked Questions continued

How can I find out how much it will cost?

We can provide an estimate of expected cost of treatment in most cases if requested. This will provide an idea of the cost of treatment but this can change if circumstances change during the course of treatment. We will endeavour to keep you updated on any additional costs.

Can I claim on my insurance?

For all dental related referrals a pre authorisation is required for all insurance claims. If this is not possible then payment will be due at time of collection. If not dental related and you already have a current claim with your vet, we will need full policy details and ask that you call your insurance company and request permission for us to discuss their policy direct with them. This way we determine any issues before they arise. If you intend to make an insurance claim, please bring a claim form and a copy of your insurance policy for us on the day of your appointment.

When and how can I pay?

Payment will be due at the time of collection by cash, debit or credit card unless we have agreed in advance to do a direct claim with an insurance company. This can only be done if we have a letter pre-authorising a direct claim from your insurance company.

Where do I go for check ups after the operation or procedure?

Routine post operative checks are usually carried out at your own vets but for more complicated cases we may ask, where possible, that we see your pet again. Your vets will receive a full update of all treatment. Some dental cases may need to return for follow up examinations and x-rays. You will be contacted to arrange this appointment.

How to Find Us

Eastcott Referrals
Edison Park
Dorcan Way
Swindon
Wiltshire
SN3 3FR (use SN3 3RB for Sat Nav).

Tel: 01793 528341 **Fax** 01793 401888

Email: referrals@eastcottvets.co.uk **Website** www.eastcottreferrals.co.uk

Local landmarks: We are located opposite a large Morrisons supermarket. Look for the three flags flying at our hospital.

How to find us

From M4 westbound exit at junction 15 and take the 3rd exit onto the A419 signposted Swindon. Take the second turning from the A419 signposted Dorcan (B4006 - Wheatstone Road). At the end of Wheatstone Road keep right onto Liden Drive and then immediately left onto Edison road. At the roundabout take the 3rd exit onto Dorcan Way. At the next roundabout take the 2nd exit. Arrive at Edison Park, Hindle Way take the first road on the right to arrive at Eastcott Veterinary Hospital. Wheatstone Road can only be accessed from the A419 Northbound, if travelling Southbound on the A419, proceed to Common Head Roundabout and then rejoin the A419 Northbound.

For satnav follow: SN3 3RB

