

EMERGENCY OUT OF HOURS HOSPITAL ADMITTANCE

Dealing with an emergency admittance to the hospital can be overwhelming and stressful. To ensure the best and efficient treatment please see the below.

- **CONTACT THE HOSPITAL:-** call **01283 799700** our out-of-hours emergency telephone lines are answered by experienced veterinary nurses who are best placed to understand your emergency and can provide you with advice.
- **24 HOURS/365 DAYS A YEAR:-**We have an emergency team of surgeons and medicine specialists on call 24 hrs a day, 365 days a year.
- **EMERGENCY TRIAGED:-** You will be contacted by one of our Hospital Residents who shall guide you through the process.
- **INFORMATION AND HISTORY:-**Where possible have as much information and history as possible ahead of your arrival, along with the relevant contact details/permissions of the owner.
- **TRANSPORT:-** Ensure you are aware of transport options, In the event you do not have your own, we can offer possible contacts.
- **SAFETY:-** Due to the unpredictable nature of animals being in distress, safety of you, your horse and our clinicians shall be considered at all times.
- **ADMITTANCE TO SITE:-**Instructions shall be advised via the resident.
- **DIRECTIONS:-**What three words: dormes.printer.trees
- **ARRIVAL:-**A team shall be awaiting your arrival. Usually there will be documentation to complete, once safe to do so.
- **DEPOSIT of £1000.00** shall be required for all OOH emergency admissions
- **INSURANCE :-**In the event that your horse is insured, please ensure we have all the information required on admittance or within 24 hrs . The deposit of £1000.00 shall still be required. Direct claims are subject to terms and conditions which we are happy to discuss at a suitable time.
- **INTERIM PAYMENTS:-**We may ask for interim payments should your horse need hospitalisation for any period of time.
- **PAYMENT:-** will be expected upon discharge from the hospital (unless a pre agreed Direct Claim)

Rest assured the practice have a dedicated team on hand ready to care for you and your horse.

Pool House Equine Team

