

# *Around the clock care*



[vet24hour.co.uk](http://vet24hour.co.uk)

 **Vet24**

## Here at Vet24, we operate in a similar manner to an accident and emergency hospital.

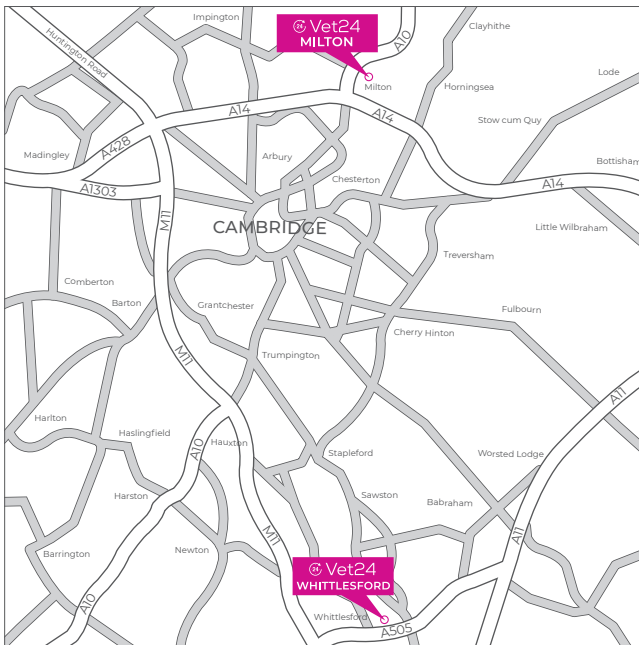
This means that at Vet24, there is always a veterinary surgeon and a registered veterinary nurse (RVN) on-site to care for your pet when they need it the most. We also support the surrounding practices by providing out of hours care.

## What to do if your pet needs to be seen in an emergency?

When you arrive at Vet24, we ask you to call us (Milton: 01223 426600; Whittlesford: 01223 833651) to let us know you have arrived.

You will be greeted by one of our nurses, who will make a preliminary assessment of your pet's condition. The vet will then determine which animal needs to be seen urgently on a case-by-case basis.

Vet24 Cambridge operates two hospitals, one in Milton and another in Whittlesford. You will be directed to the hospital that will be able to provide appropriate treatment in the timeliest manner for your pet. Please note that this may not necessarily be the hospital closest to your location.



## Communication between Vet24 and yourselves

To keep our hospital operating 24/7, our vets work varied day and night shifts.

To ensure continuity of care, each morning and evening, there is a handover period where your pet's condition (along with the other hospitalised pets) is reassessed, discussed and a plan of action formulated. After this has been completed for all the pets, the vet will call you. This will normally be between 10am-12noon.

We understand that you will likely be anxious to know what is happening and how your loved companion is getting on, but by allowing the vet on-duty time to fully assess your pet first, they will be better informed to answer your questions and discuss their thoughts with you.

We thank you for your understanding, and please rest assured that the vet will call you with significant updates as appropriate throughout the day or night.

## Estimates of cost and payments

Although far from being the most important part of our job, we feel it important to make our policy regarding estimates and payments clear at the beginning.

When your pet is first seen, either at your primary care practice, or at Vet24, you should be provided with an estimated range of costs. **Please note that this is an estimate and not a quote**, and while we will make every effort to predict the likely cost of treating your pet, it is not always possible to predict exactly what will be necessary, both in terms of diagnostics and treatment. Should we feel that additional tests or treatments are advisable, we will call you to discuss this and the additional cost involved.

At the time of consultation and admission to our hospital, we will ask you to pay the lower end of the estimate range provided to you. **We will require settlement of the outstanding bill at the time of discharge.**

If your pet is insured, our policy is still that you will need to settle your bill at the time of discharge and then make a claim for reimbursement from your insurance company. We aim to process your claim application as quickly as possible so that you are reimbursed, but please be aware this process can take two to three weeks.

On some occasions, we may be able to organise a direct claim to receive payment directly from your insurance company. This is decided on an individual case basis and can only be authorised after speaking directly to your insurance company; therefore, unfortunately, a direct claim cannot be authorised out of the insurance company's working hours. Please note that direct claims can only be authorised for bills exceeding £1000, and we will require a £250 deposit, payment of a non-refundable £15 administration fee, and two signed claims forms or an email link to claim against your policy before your pet is discharged from the hospital.

Whilst we will do our best to keep you updated with ongoing charges, we strongly recommend that you regularly ask for financial updates each time you call us. Please note that your financial update will be for your outstanding balance, and therefore not include any deposit you have left with us (unless specifically mentioned).

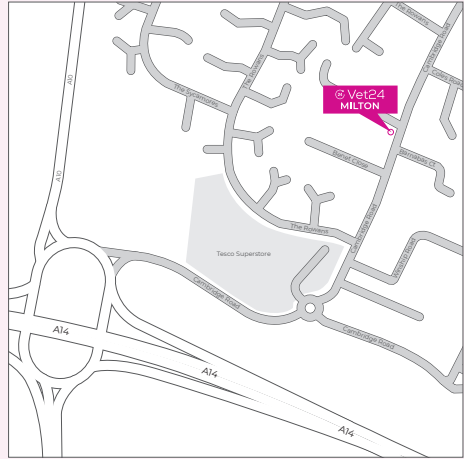
## VET24 - MILTON

26 Cambridge Road,  
Milton, CB24 6AW

T: 01223 426600

### DIRECTIONS

- Head towards the junction between the A10/A14. (This is junction 33 of the A14).
- Take the exit signposted for Milton.
- Taking the slip road down and head straight over the roundabout outside Tesco.
- Travel 300m from this roundabout, and Vet24 is signposted on your left.
- Park in the gravel car park, beyond the residential house.
- Call to notify us of your arrival.



## VET24 - WHITTLESFORD

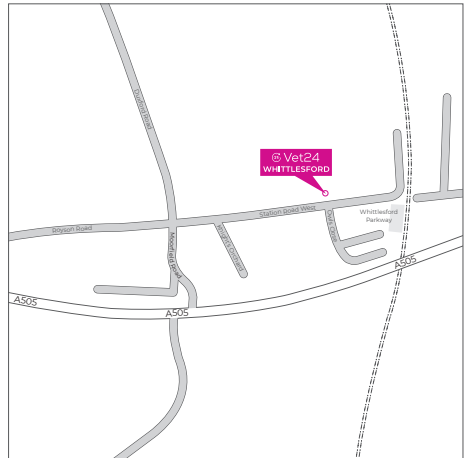
39 Station Road West,  
Whittlesford, CB22 4NL

T: 01223 833651

### DIRECTIONS

Travelling from locations north, south or west of Cambridge:

- Head towards M11 junction 10 (Duxford).
- Take the exit signposted for Saffron Walden A505 Sawston.
- Head straight over Hunts Road Roundabout.
- After 0.7 miles, turn left onto Duxford Road, signposted as Whittlesford.
- After 0.1 miles, turn right onto Station Road West.
- The car park is at the bottom of this road on the left side. Call to let us know you have arrived.



Travelling from locations west of Cambridge:

- Turn off the A14 onto the A11 heading south towards London, Harlow and the M11.
- After 8 miles, take the exit for A505 to Royston.
- After 2.3 miles, head straight over the roundabout towards Royston.
- After 0.7 miles, opposite 'Welch's Transport', turn right onto Duxford Road, signposted towards Whittlesford.
- After 0.1 miles, turn right onto Station Road West.
- The car park is at the bottom of this road on the left side. Call to let us know you have arrived.