



Cardiology appointments at MBM Veterinary Group during Coronavirus:

Information for Clients

Thank you for trusting the Cardiology service at MBM Vets with the care of your pet. We understand you will be very worried about them. We promise that they will continue to receive our usual, excellent standard of care, but the way we interact with YOU during the pandemic may feel different to normal. Please read this new information alongside the information sheet, 'Your pet's cardiology consultation: what to expect', available on our website at

<https://www.mbmvetgroup.com/referrals/pets-cardiology>

To be able to offer the referral service during the coronavirus outbreak in a way which is safe for you and us, instead of our usual face-to-face consultations, this new process will be followed until we are able to allow clients back into the surgery building:

1. Your vet will contact us to request a referral for your pet. They will also send us your pet's medical records. Please ensure your vet has your up to date contact details, ideally including your landline number, mobile number and email address. (We are fully GDPR compliant and our privacy statement is available on our website www.mbmvetgroup.co.uk)
2. We will contact you to arrange a suitable time for your initial remote consultation, which will take place via phone or video call. A second appointment will be booked to bring your pet to the surgery for their cardiac examination and any recommended tests. An approximate fee estimate will be given to you.
3. Our reception team will contact you to take payment for the referral consultation (this charge includes your remote consultation, the examination of your pet, case advice and a full case report to your own vet). You can give the receptionist any insurance policy details for your pet if this hasn't already been done.
4. Our cardiologist, Katy Garven, will call you at the agreed time for your initial remote consultation, to discuss your pet's problem and take a full history from you. There are usually lots of questions to answer and discuss, and this usually

takes approximately 20-30 minutes. Further tests will be recommended for most cases, and a refined estimate will be given to you.

5. You will then bring your pet to the surgery for their cardiac examination and any further tests at the agreed appointment time.

****Please note, if you develop any symptoms of coronavirus, you must not leave the house. You should arrange for someone else to bring your pet and let us know who this will be****

PLEASE ENSURE YOU BRING YOUR MOBILE PHONE WITH YOU AND THAT IT IS FULLY CHARGED. You should call us when you arrive in the carpark on 01563 522701 option 1. Unfortunately, you will not be able to come into the surgery building with your pet, and you are asked to remain outside. We will take your pet from you in a safe, physically-distanced manner (please follow instructions carefully and keep at least 2 metres away from staff members at all times). We may be wearing facemasks and other personal protective equipment, but please don't be alarmed - this will be routine procedure for some time. You will be advised how long the investigations will take, but this is usually 1 – 1 ½ hours. You can choose to wait in your car, return home if you live locally, or go for a walk while you wait, but we do ask you to be prompt when collecting your pet. We are very sorry that we are unable to offer our usual refreshments or access to toilet facilities in the surgery during the coronavirus outbreak.

6. We will call your mobile to let you know when your pet is ready to be discharged. Again, we will meet you outside with your pet and return them to you in a physically-distanced manner. You will be supplied any medication for your pet's immediate needs, and we will email any documents or information sheets whenever possible (if you would prefer paper copies, please let us know).
7. Katy will call your mobile number to give you a summary of the findings, diagnosis, treatment and ongoing plan. She will email a full report to your own vet within 24 hours and this will also be copied to you, to keep you fully informed.

If you have any questions or concerns, please call the surgery on 01563 522701.

If you are not able to keep your appointment, please let us know as soon as possible. Whilst circumstances would always be taken into consideration, we reserve the right to retain fees for appointments cancelled with less than 24 hours' notice.