

ADMISSIONS

The following information aims to answer the most frequently asked questions about admitting your horse, pony or donkey to Pool House Equine Hospital. For any further information please do not hesitate to contact reception.

Make an appointment:-Routine. The reception team are available 8.30-17.30 Mon to Friday and Saturday 9.00-12.00 to organise any hospital admission. Admissions for the day are usually arranged from 8.45 a.m. Monday to Friday and specific details of arrival time shall be discussed with you at the time of booking.

Emergency admissions & advice OOH:- Please contact the practice on 01283 799700, after being triaged, the onsite Veterinary Surgeon will advise the admission process, including how to access the site when OOH, we have a dedicated team of hospital vets and specialists available 24 hours a day 365 days a year. Someone will always be here waiting for you.



Getting Here/Directions: what3words///: dormes.printer.trees

Please be aware if you are approaching the hospital from the A38, the entrance is located on the south bound A38 carriage way, if coming from the south A38 you shall need to exit at the A513 and and re-join the south A38 carriageway, if coming from the North the exit is shortly after the exit for Alrewas A513.

Arrival at Pool House Equine Hospital : On arrival, you will find a gate at the entrance, this is a button controlled gate which you will find on your right hand side, please ensure the gate is fully retracted before entering. Continue down the driveway to the main gates to the right, these are automatic gates and will open once pulled up to. Please park on the gravelled area immediately in front and on the right hand side.

What to expect on arrival: Please report to reception and let them know you're here. Please do not unload your horse/pony until you have seen or spoken to someone to make us aware that you have arrived. Your horse can be left within your transport (if you feel this is safe to do so) and a staff member shall run through the informed consent for admittance.

There is a comfortable waiting area in the reception where you can help yourself to refreshments. We would kindly ask that any children are strictly supervised whilst on site and any dogs are contained within your vehicle.

Loading , Lorries and Trailers: We have a number of loading ramps and low loading areas to support you and your horse with loading. You are welcome to leave your trailer or lorry in the hospital car park whilst your horse is an in-patient but can we please ask that you:

- Tell reception the registration number of your trailer or lorry
- Park it neatly along the fencing area
- Accept that it is left entirely at your own risk and that Pool House Equine Hospital can accept no responsibility for any loss or damage

Paperwork: Consent Forms -Please read in full the Consent and Financial forms (you will receive these from reception when you arrive) complete as much information as possible. Any agreed direct insurance claim must have the insurance claim details form completed. There is also an inpatient questionnaire which can be completed on the day or in advance of admittance via the website. The team will be more than happy to answer any questions you may have when they go through the forms with you.

Equine Passports

Please remember when transporting your horse you must travel with your horse's passport. Please also check whether your horse's passport has been signed out of the food chain (usually section IX of the passport); if this section is not signed then the medications we are able to give your horse may be restricted. If you are unsure please just ask our team who we will be happy to advise.

What to bring: If you know that your horse will be admitted as an in-patient, either for surgery or for imaging such as MRI, in most cases we would ask that you bring any items that your horse will require during its stay. This includes rugs, tack (for lameness assessments) and any specific feed requirements. Please ensure any items left are clearly labelled and clean. All horses are stabled on wood-shavings- if this is not acceptable please inform us prior to your appointment and we will do our best to accommodate your requirements. Should your horse be on any on-going medication or feed supplementation, we also request that you bring these with you with instructions. Whilst every care shall be taken of any items left with your horse, please be advised we cannot accept any liability for any missing or damaged items left during your horse's hospitalisation.

During your horse/pony/donkeys stay: Pool House Equine Hospital has stabling for 30 horses and several acres of pasture. Your horse will be under the primary care of the assigned case vets and attended to by qualified yard technicians who take individual care of your horse during their stay at the hospital. During out-of-hours there is a duty vet who is on-site at all times, our out-of-hours team consists of Resident veterinary surgeons, Senior Specialist and nurses. Detailed checks are made throughout the day and nights according to the level of individual care, with constant monitoring in some critical care cases, our ICU has CCTV monitoring. You will be updated daily on the progress and informed of any management and treatment your horse requires.

For surgical cases we endeavour to contact all clients by telephone as soon as their horse has recovered from their surgery.

If you would like an update on your horse's progress, please contact reception after 10.30. The team will be happy to provide you with an update, morning rounds usually take place around 8.30 and a report is available shortly after. Should you wish to speak to the clinicians in charge of your horse's care, please note they may not be able to speak to you directly at the time, however they shall endeavour to contact you as soon as reasonably possible.

Visiting: We do allow clients to visit their horses when in the hospital. Clients MUST report to reception on arrival and let the team know when you are leaving. Visiting is usually 17.00-18.00 during the week and at specific times at the weekend.

Collection: Upon completion of the examination and any treatment at the hospital, your horse can be collected between 12.00 and 17.00, weekdays and at other times or weekends by special arrangement (weekends may incur an additional fee)

Financials

Estimates: Our Veterinary Surgeons shall ensure you have an estimate for your horse/pony/donkeys stay or treatment. Please ask if this has not been offered

Insurance: If your horse is insured and you have requested a direct claim to be considered please ensure you have completed the Direct Claim agreement, we can discuss direct claims for over the value of £500.00 and is at the discretion of the practice, if agreed please ensure we have all of the information required to make a claim along with payment for any excess and other associated payment. We would recommend that you contact your insurance company ahead of any treatment to initiate the claim and to ensure your policy will cover what is being requested. Please be advised it is your responsibility to ensure that your policy covers what is being requested, please refer to the section on the website 'Insurance ' for further advise and support.

We have a dedicated insurance claim team to enable the efficient processing of insurance claims , please contact reception or via email equineinsurance@poolhousevets.co.uk .

Payment for not insured cases : A 50% advance payment is required for any uninsured admittance , this can be paid at the time of booking or admittance. The remaining balance shall need to be settled at discharge from the hospital. In the event of your horse or pony having an extended stay within the hospital, we may require interim payments for any who are not insured.

Financial Support: Pool House Equine Hospital can offer **interest free** repayment options for amounts from £250.00 up to £6000.00 over a 12 month period, and interest bearing options for greater amounts of up to £20,000 over a 36 month period. This service is offered by an external company care free credit, please ask at reception or contact the account team for further information or to support an application.

Financial Communication:-Our Team endeavour to keep you informed of the cost that are being incurred and we are committed to providing our clients with all the information required to make informed decisions. During your horses stay if you would like to know the status of your account, please contact our accounts department or discuss with the case Veterinary Surgeon.

Feedback:-We welcome constructive feedback as we are always striving for excellence, if you could take a minute to complete the hospital admission feedback form located on our website that would be appreciated.

We love to follow our patients journey through to recovery, let us know if you would like your story featured on our socials.

T/ 01283 799700

www.poolhouseequine.co.uk