

IVC Evidensia Equine - Our Referral Promises

Our Promise to our Referring Vets

When you refer a client to us, we will always re – direct them back to you for first opinion services and as much of the aftercare as possible.

We understand and will always respect and protect, the relationship that exists between you and your clients.

We are open for emergencies 365 days of the year. With staff present on the premises round the clock to care for in-patients and a veterinary surgeon available 24 hours a day to receive emergencies and attend patients.

We will offer an appointment to all routine cases promptly and in the case of emergencies on the same day whenever possible.

We will speak to or text you about the horse, and with relevant updates. You will get a detailed and comprehensive written report usually within 24 hours of treatment and certainly within a week.

You will receive regular relevant updates about the case. All hospitalised horses will leave with discharge instructions that you will receive the same day. A detailed veterinary report will follow within 7 days.

If any diagnosis or treatment plan has to be changed after the client has been referred, we will handle this sensitively and professionally; involving you in the discussion where possible.

Our Promise to Your Clients

We will be realistic and competitive when quoting costs.

We will communicate regularly in a clear and effective way.

We will provide every assistance in the prompt submission of insurance claims.

We will give the best care that we can to their horses.



Your Commitment to Referring Practices

Referring practices will ensure that a realistic discussion of likely fees has taken place and that the client is in a position to be able to afford them, within the IVC debt management policy prior to making referrals.

Referring practices will promptly supply the recent relevant history. A short email or text message detailing significant nerve blocks etc is much preferred to a telephone directory of the horse's vaccination history since 1999.

Copies of radiographs, blood results or other diagnostic material will be sent promptly and in a format that is accessible, preferably before the horse's appointment. Please consult the relevant practices for preferred formats.

