

SCVS referral procedures during COVID-19



Referrals:

Please send us all your referral requests (including routine referrals) as normal. Details on how to submit a referral can be found on our website at: <https://www.scvetspecialists.co.uk/vet-professionals/arranging-a-referral>. Referrals can be made online using the website forms, or by telephone, email, fax or post. We will contact the owner to arrange an appointment for an initial consultation by video or telephone, depending on the owner's preference.



Video consultations:

Set up of the video consultation will be very easy for most owners. Instructions for installation of a free app on their mobile phone will be sent to the owner by email at the time of booking the consultation. Normal fees apply and payment will be taken prior to the consultation, as acquiring advance written consent from the owners is not possible during this period. Additional consultation fees will NOT be charged when we see the pet owner face to face at a later stage.



Physical consultations:

Our consultation space has been adapted to create a transfer room with glass doors on both sides. This enables us to examine any pet requiring urgent care whilst ensuring social distancing measures are followed. The owner will place their pet in a crate within the transfer room and can observe the animal while we collect it. We will then perform the consultation with the owner by telephone. The consultation system does not require any personal contact and is therefore very safe for all parties involved. **Please note that owners will not be allowed to travel to SCVS with their pet if they are displaying symptoms of COVID-19 or someone in their household has symptoms.**



Telephone advice service:

Please call us on 01425 485615 for any information you need during the COVID-19 outbreak and our team will do the best they can to support you, providing free advice wherever possible. Access to our full range of clinical expertise will be maintained during this period, including cardiology, dermatology, neurology, oncology, orthopaedics and soft tissue surgery.



Post-lockdown waiting list:

All referrals which have been seen by video or telephone consultation and are considered non urgent will be placed on our waiting list. We will automatically begin arranging appointments with the owners as soon as routine cases can proceed.

April 2020 update

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