



Welcome





**Thank you for choosing to come to Eye Vet for your pet's ophthalmic treatment. This welcome brochure will serve as an introduction to our clinic, our staff and our services. Eye vet is a dedicated ophthalmic practice, providing the best ocular care for your pet in a friendly, comfortable and professional environment.**

You should have already been contacted by our client care team regarding your appointment and will have been provided with an appointment time and information regarding your visit.

Unless advised otherwise, your pet should not have eaten after midnight the night before your first appointment. This is to ensure that if we need to administer any sedatives or anaesthetic, it will be safe to do so. If your pet is diabetic or less than 3 months old, please contact the surgery for further advice regarding fasting.

First consultations are usually booked as morning appointments, to ensure that the ophthalmologist can perform treatment on the same day if necessary. Please be aware that this does depend on available theatre space. Your pet may be booked in at the next available date where necessary.

Follow up appointments can be booked in the morning or afternoon, depending on availability. We regret that routine appointments are not available in the evenings or at weekends.

## **Your First Visit**

Please report to the reception desk on your arrival at the clinic. We advise arriving 10 minutes prior to your appointment time in order to complete any necessary paperwork. Please bring all current medications your pet is on, even if it does not relate to the current eye problem.

First consultations last 30-60 minutes depending on the nature of the case. Emergency consultations may be shorter as due to their nature we may need to admit the patient immediately for treatment.

During the consultation you will be asked about your pet's medical history for the eye problem and any other medical diseases treated now or in the past. The more information you can give us the better, as this will be used to aid the diagnostic process. The ophthalmologist will perform a full clinical examination of the eyes using a variety of equipment. Drops or dye may be put into the eyes to aid with the examination. Occasionally your pet may be taken through to the back of the clinic for further tests but this will be discussed at the time if necessary.

Following the examination the ophthalmologist will discuss their findings and diagnostic or treatment options available. Depending on the outcome of your consultation, your pet may be admitted for further investigation/treatment or discharged with medications and instructions.

Eye Vet is a training practice and it is possible that final year students from the University of Liverpool Small Animal Teaching Hospital will be present during your consultation. This is an important part of their training and they may be asked to examine your pet with your permission. They will always be under veterinary supervision and will not be responsible for diagnoses or treatment.

## About Us

We are passionate about our work and provide a fully equipped referral clinic with cutting edge ophthalmic equipment to help us provide the best possible care for your pet. Our clinical team consists of ophthalmologists, anaesthetists and registered veterinary nurses. We also have support from other disciplines provided by the staff at Northwest Veterinary Specialists and Leahurst small animal teaching hospital which are both nearby.

All of our ophthalmologists are fully qualified experienced veterinary surgeons who have had extensive further training in ophthalmology and who have achieved or are working towards further qualifications in this field. All of our ophthalmologists regularly attend courses and

conferences globally to keep up to date with the latest developments in veterinary ocular disease.

Our extensive nursing team ensures that your pet is well looked after during their time with us. All our nurses have developed their ophthalmology care through continuous training, which enable them to support your pet through every aspect of their treatment. All the nurses are registered with the Royal College of Veterinary Surgeons (RCVS) and aim to provide a gold standard of care and are always available for help and advice should your ophthalmologist not be available. Our dedicated veterinary anaesthetists are on site 5 days a week to aid in your pet's sedation or anaesthetic needs.



# Our Services

We provide all aspects of eye care for your pet. Equipment and techniques available are:

Slit lamp biomicroscopy
Binocular indirect ophthalmoscopy
Direct ophthalmoscopy
Tonometry
Gonioscopy
Fundoscopy
Ultrasonography
Electroretinography
Eyelid surgeries - entropion, ectropion and eyelid reconstruction
Third eyelid surgeries – 'cherry eye', scrolled cartilage correction
Removal of abnormal hairs - distichia, trichiasis and ectopic cilia
Cataract removal with intraocular lens implantation
Corneal surgery - corneal grafting, keratectomies, diamond burr debridement, corneal crosslinking
Laser surgery
Cryotherapy surgery
Glaucoma shunt surgery
Lacrimal surgery

After your consultation the team will offer you and your pet a number of options regarding investigation or treatment of your pet's disease.

## Surgical Procedures

Routine/elective procedures take place Monday to Friday and are dependent on the ophthalmologist's theatre list. We aim to book your pet in at the earliest available appointment, taking in to account your pet's condition and the ophthalmologist's recommendations.

## Diagnostic Procedures

These are performed Monday to Friday dependent on the ophthalmologist's recommendations.

Emergency diagnostics may be performed out of hours should they be deemed necessary by the ophthalmologist.

## Emergency Surgery

Such procedures will be performed as soon as possible following referral to Eye Vet. This is to minimise the chance of deterioration of the condition and to maximise the potential outcome following surgery.

## Insurance

At Eye Vet we deal with insurance companies on a daily basis and are happy to process claim forms on your behalf. Once you have paid for your treatment in full please provide us with your signed claim form which we will be happy to complete and submit for you.

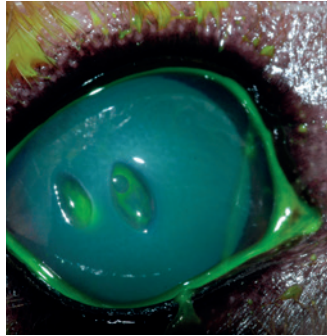
## Prescriptions

In accordance with the RCVS recommendations, all pets receiving long term medication are required to be seen regularly by a veterinary surgeon. We request animals are therefore seen by our ophthalmologists every 6-12 months depending on the condition and the ophthalmologist's recommendations.

# Emergency and Out of Hours Services

As a client of Eye Vet, you can contact us for advice out of normal working hours by using our usual number. Our out of hours service is provided by our own clinical staff who will be familiar with your pet. This service is for emergency advice only. Appointment and prescription requests must be made during normal operating hours.

**Emergency appointments are available out of normal surgery hours for which emergency rates will apply. These will be discussed with you should it be deemed necessary. Failure to attend an arranged emergency appointment will result in a cancellation fee on your account.**



All payments must be made at the time of the consultation including after surgeries and/or treatment out of hours. If your pet is insured please provide us with a signed claim form which we will complete and submit on your behalf for reimbursement to yourself.

Direct claims through your insurance company are a lengthy process and in order to avoid the delay in treatment with emergency cases we request all payment is made directly at the time of your appointment and claimed back subsequently. Direct claims cannot be set up out of hours. Please provide us with a claim form which we will send to the insurance company on your behalf.





## FAQs

### **Why has my pet been referred to Eye Vet?**

Your own vet will have already examined your pet and diagnosed a problem with one or both eyes. He/She will then have referred you to us to seek the opinion of a veterinary ophthalmologist. All of the veterinary surgeons working at Eye Vet have undertaken extensive further training in ophthalmology and have all studied for post graduate qualifications. At Eye Vet there is the ophthalmic equipment necessary to reach a diagnosis and treat eye diseases.

### **Can I have a weekend appointment?**

We are not open for routine weekend or evening appointments. However we do examine animals out of hours in emergency cases. These appointments carry an out of hours surcharge in comparison to regular appointments. If your pet is under treatment you will be able to telephone us to speak to the duty ophthalmologist and an emergency appointment can be arranged if required.

### **How will my pet's case be managed?**

Our team of ophthalmologists and nurses are on hand to answer any queries about your pet's case. At the initial consultation the ophthalmologist will discuss all clinical findings and diagnosis with you and also any necessary further investigations, treatment options and likely outcomes. Ocular conditions can be difficult to understand so please ask us if you have any further questions. Following the consultation, the ophthalmologist will send a letter back to your vet explaining all the findings.

### **Can you do a direct claim to my insurance company?**

We request that all outstanding balances are paid in full at the time of treatment and subsequently claimed back from your insurance company. In some circumstances we may be able to set up a direct claim for large surgeries, however this must be done before any treatments

are performed and must be cleared with our client care team. Pre-authorisation will be required and a non-refundable administration fee applies. Any direct claims are at the discretion of our client care team. Until such arrangements are in place you are still liable for payment in full at the time of treatment. Subsequent examinations and treatments remain the responsibility of you as the pet owner and will not be included on any direct claims.

### **Will my pet be having surgery on the same day as my appointment?**

In some circumstances, such as emergencies, it is necessary to undertake surgery on the same day as the initial appointment. However, for routine or elective surgery this is not always possible due to the availability of theatre space and kennel allocations. If your pet requires surgery we will arrange this for the next available surgical slot taking into account theatre availability and the ophthalmologist's recommendations.





## Patient Care: Signs of a Sore Eye

### Recognising a painful eye

If your pet's eye is painful, you may see some or all of the following signs:

- Partially or fully closed eye/s
- Increased blinking
- Discharge (clear/yellow/green/pink/red)
- Cloudiness or a sudden change in the colour of the eye
- Redness of the white part of the eye (sclera)
- Protruding third eyelid
- Rubbing or pawing the eye

With eye disease, the sooner a problem is identified and treated, the better the potential outcome. It is therefore very important to recognise signs of discomfort. If your pet exhibits any of these signs please call us for advice.



# Patient Care:

## Coping with a Buster Collar

- Buster collars are temporary but necessary. Do not be tempted to remove it before you have been given permission to do so by your ophthalmologist. Healing will be delayed and further surgery may even be necessary if your pet damages the eye whilst not wearing the collar.
- Eating and drinking whilst wearing a buster collar may prove tricky but is still possible. You may need to get a larger food/water bowl and move it away from any corners so that your pet can adequately access it.
- Buster collars are designed to be slept in. Some patients may find it awkward at first as they may not be able to tuck their head under their paws like they normally do. Consider giving them a pillow to rest on to make their night more comfortable.
- Show your pet what to do. They rely on your help in the recovery period. You may need to lift the collar up whilst he/she is walking so that they don't keep hitting it on the ground.

### Alternatives to buster collars

#### SOFT COLLARS

Whilst soft collars are great at stopping dogs from licking at a castration or a spey wound they do not provide any eye protection. Your dog will still be able to rub his/her eyes against your legs or furniture. **We do NOT advise the use of soft collars.**

#### OPTIVIZORS

Optivizors are an alternative to buster collars. It is important to select the correct size to fit your dog and they are significantly more expensive than a buster collar. If you wish to use one of these instead of a buster collar we would advise you to order one and bring it in for us to check the fit and positioning on your pet.



# Patient care: How to apply drops

1. Read any instructions on the medication
2. Wash your hands
3. Ensure you are applying the drop to the correct eye. Note: When the label says 'Apply to the right eye' this means the patient's right eye, and not the eye on the right as you look at the pet. To make it easier, stand behind the animal so that you know which is the left and the right eye.
4. Hold your pet securely on the floor between your knees with him facing away from you. If your pet is a small breed you may find that holding him against the side of your body is more secure. If you are on your own position the animal in front of a wall or in a corner so that he is unable to back away from you.
5. Hold the nose with your non-dominant hand and raise the head upwards so that your pet is looking up at the ceiling.
6. With the thumb of your non-dominant hand, raise the upper eyelid gently without touching the eyeball. Note: You should always be touching the bone of the eyebrow.
7. Hold the bottle with your dominant hand, being careful not to touch the eye with the nozzle/tip of the bottle. This causes contamination
8. Hold the bottle about 1-2 inches from the eye and squeeze 1 drop of liquid on to the eye
9. Allow the patient to close his/her eye. This spreads the drop across the corneal surface.
10. Do not let your pet rub their eye. If they have been provided with a buster collar, keep this on at all times.
11. Give your pet a treat or a reward for good behaviour.

Please be patient. The more you apply drops the more your pet will get used to them.

**Remember:** Proper restraint will not hurt your pet. It minimises the chance of becoming stressed or hurt and allows you to perform it quickly and efficiently.

Unless specified, only 1 drop is needed. Putting in more than 1 drop is wastage.

If your dog is not comfortable with drop application then a muzzle may be necessary to protect you both.



# Terms and Conditions

## General Data Protection Regulations (GDPR)

Eye-Vet will only process your information in accordance with the Eye-Vet/Pets at Home Vet Group Privacy Policy (found at: [www.eye-vet.co.uk/privacy-policy/](http://www.eye-vet.co.uk/privacy-policy/)).

## Fees and payment terms

Fees are subject to VAT at the current rate. You will be provided with a detailed statement for every visit. Fee levels are determined by the amount of time spent on a case and will reflect the drugs, materials and consumables used. Payment must be made at the time of your visit. Payment methods are cash, credit or debit card. Cheques are not accepted.

## Treatment costs

Written estimates will be given to you regarding the approximate costs for any treatment, procedure or surgery. The final invoice may be above or below the estimate given due to the nature of the work undertaken (amount of drugs given, theatre time, anaesthetic time etc). Should the ophthalmologist deem it necessary to perform further procedures not discussed previously, he/she will telephone you to inform you of the intended procedure, the approximate costs and to get your permission to do so.

## Settlement terms

Eye Vet operates a payment-at-the-time-of-treatment policy. Consultations should be paid for at the end of each consultation and in-patient procedures should be paid for on collection of the patient. Should an account not be paid at the time of treatment then a reminder will be sent to the client. Should additional reminders need to be sent, further charges will be incurred. After due notice, overdue accounts will be pursued through

the county courts and if still unpaid will result in a county court injunction against you. This will affect your credit status. All court costs will be added to the outstanding balance on your account.

## Off licence medications

If it often necessary to use 'off licence' medications in our patients. You will be asked to sign a form to authorise the use of these medicines, showing that you have consented to their use where there is no veterinary alternative, and any attendant risks associated with their use.

## Insurance and direct claims

If your pet is insured we still require you to pay for treatment at the time and then claim back from your insurance company. Although we do not routinely make direct claims to insurance companies, with certain insurance companies under certain conditions, a direct claim may be processed on your behalf. If your pet has to undergo a surgical procedure costing over £1000.00, a non-refundable administration fee will be applied. Pre-authorisation must be obtained before this can be set up. Direct claims must be discussed upon consent of the surgical procedure before the surgery is carried out, or upon booking your pet's surgery date. It cannot be requested on the day of surgery, or after the surgery has been performed. The direct claim will only be applicable for the surgery in question and not for any follow up visits, treatments or medications.

Direct claims cannot be set up for emergency consultations or procedures. In these cases all payment must be made in full at the time of consultation or at the time your pet is discharged. Subsequent reimbursement of monies must then be sought through your insurance company.

## Out of hours service

Eye Vet offers a 24 hour service. Out of hours service is weekdays between 5pm and 9am the following morning, and at weekends from 5pm Friday evening until 9am Monday morning. During this time, out of hours consultations incur an increased consultation charge, and treatments or surgeries performed during this time incur out of hours surcharges. Written estimates will be provided.

All payment for out of hours treatment must be paid at the time of the visit or at the time of discharge of your pet. Under no circumstances will direct claims be set up during out of hours. If your pet is insured please provide us with a claim form and we will complete the veterinary section and send it to the insurance company on your behalf.

## Ownership of records

Case records, including case history and any photography, radiographs or similar documents remain the property of Eye Vet and will be held under confidentiality agreements. Copies of such records may be passed on by request to another veterinary surgeon taking over or following up the case.

## Repeat prescriptions and written prescriptions

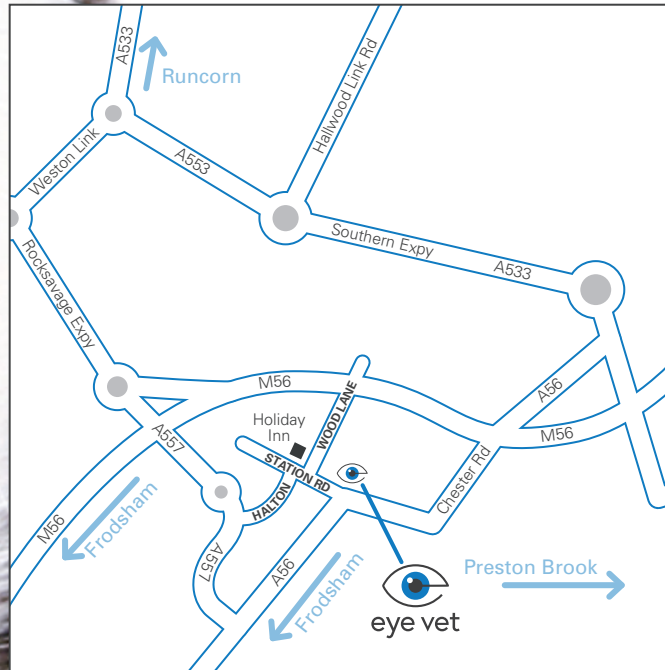
All Prescription Only Medicines Category V (POMV's) must be authorised by a vet. We request 48 hours notice for any repeat prescription. Your pet must have been seen by the ophthalmologist within the last 6 months in order to abide by the current regulations regarding dispensing of medications.

You may request a written prescription from the ophthalmologist for medications which your pet is prescribed. This can only be medications prescribed by the ophthalmologist – any medications prescribed by your own vet for any other medical condition remains the responsibility of your own vet.



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