

REFERRING YOUR HORSE: FREQUENTLY ASKED QUESTIONS

Why does my horse need to be referred?

Our ambulatory practice's mission is to provide the very best care for your horse. We are able to perform the majority of procedures and carry out diagnostic investigations to a high level. However, if your horse has been diagnosed or suspected by one of our vets with a condition that needs to be treated or investigated further in a clinic with surgical and specialised diagnostic facilities, your horse will be referred to a team of specialists in order to provide more complex care.

Our practice has a long and well established relationship with referral centres in the area as well as in other counties.

What are they going to do?

The referral process will be fully managed by our vets providing all the necessary information relevant to the case; you will be then contacted by the referral centre and a suitable appointment will be arranged. For emergency cases that require prompt intervention, the referral centre will be immediately informed by our vets and will be ready for intervention at your arrival. If transport of the horse is not available, our practice can provide this service at anytime. After initial examination, the referral vets will proceed with the appropriate specialised diagnostic or treatment, and your horse will stay in the hospital for the necessary time. The referral vets will keep you informed daily about your horse's recovery and our vets will be in contact daily with you and the referral centre for any queries you may have.

How much is it going to cost me?

In the eventuality of complex cases where a clinical specialty is required, your horse will be referred to a highly specialised team of vets; depending on the case, a permanence in the referral clinic will be needed but it is normally for very few days. In these cases, it is frequently possible to estimate accurately the costs upfront. For emergency cases and for surgical procedures in general, it is more difficult to provide an accurate estimation of the costs as the horse's recovery can be unpredictable and complications may occur that require a longer permanence in the clinic. Each referral centre has a different policy around admission deposits; our vets will discuss with you in details each case at time of referral.

Will I be registered with them and who will I need to contact in case of any further problems?

The referral centre will be provided with your horse's relevant clinical history and your personal details; any reports and diagnostic images and results will be shared with our practice and kept in our system as well, so that your horse's full history will be always available in our systems. Your horse will be discharged from the referral clinic with an instruction sheet handed to you and sent to our practice as well. Any follow up that is needed will be carried out by our vets in accordance to the referral vet's instructions. When appropriate, the referral vet will be contacted for further advice from our practice; an open and professional collaboration between referring and referral vets will guarantee the best outcome for your horse.

SHOULD YOU HAVE ANY QUESTIONS THEN PLEASE FEEL FREE TO CONTACT OUR TEAM. WE ARE
WORKING TOGETHER TOWARDS EXCELLENCE FOR YOUR HORSE'S CARE.