

Lameness Investigation Admittance – What you need to know

A member of the office team will ring you within a few days of your appointment to complete an admissions form with you.

What you need to do prior to your appointment

- ✓ If your horse is insured, notify your Insurers immediately & request a claim form.
- ✓ Check your policy for exclusions, if there are exclusions please notify us immediately.
- ✓ If your horse is not insured then payment options will be discussed when a member of the team calls you to complete your admission form. Feel free to request an estimate prior to admission.
- ✓ If your horse is normally shod, ensure that the feet are in good order, i.e. no loose or lost shoes.
- ✓ Stop any phenylbutazone (bute or Danilon) medication at least 72 hrs prior to your appointment.
- ✓ It is likely your horse will have to stay at least one night, the cost of which is £23.63. Any additional night's livery will be charged at a rate of £23.63 per night.

Bring with you:

- ✓ Your horse's passport
- ✓ A completed claim form & copy of the policy schedule. If you haven't already done so please pay your policy excess.
- ✓ Your horse's usual tack
- ✓ Your horse's usual stable rugs

Feeding:

- ✓ Mix, cubes & chaff and good quality hay are available here – you are more than welcome to supply your own feed if preferred.
- ✓ If your horse has any special dietary requirements (such as soaked hay), please let us know beforehand
- ✓ Please bring with you any medication or supplements your horse is usually given.
- ✓ The horses will be bedded down on woodchips unless straw is requested.

Please report to the office before unloading your horse:

Updates & Visiting:

- ✓ You are more than welcome to visit your horse between 9am & 5.30pm Monday to Friday, & between 9am & 11.30am on Saturdays. There is no visiting on Sundays or Bank Holidays (unless in mitigating circumstances)
- ✓ Someone from our equine nursing team will call you daily to let you know how your horse is. They will not be in a position to provide any medical details
- ✓ Your attending veterinary surgeon will call you once his/hers investigations are complete.

Discharge of your horse:

- ✓ A discharge sheet prepared by the attending vet will be given to you on collection. This will advise you on what you need to do with your horse, details of any medication to be administered & any follow-up appointments to be made. Please note you need to make these appointments with the office, they will not be automatically made.
- ✓ You can collect your horse between 9am – 5.30pm, unless special arrangements have been made in advance of admission. An "After Hours Nurse Attendance Fee" may be applicable if outside our normal office hours.