

# Urgent Admissions



**At Heathfield Vets, we aim to achieve the highest standards of diagnosis, treatment and care for all our patients, and on occasion this may mean hospitalising your pet. In the majority of cases, the admission is routine and all your queries can be dealt with at the time.**

**However, the following information may be of use to you, providing more details of the procedures we use at what can be a very stressful time.**

## **What happens when my pet is admitted?**

After any necessary immediate first aid, your pet will be examined thoroughly so that an assessment of general condition can be made. We will discuss our findings with you, propose any further investigations and treatment and give you an idea of the likely outcome. Please ensure that our records are up to date with contact details for you, including mobile numbers.

Providing we are able to keep the patient comfortable, the best course is to allow a little time to get a full picture of the extent of the illness or injury and to allow the natural powers of healing to begin.

## **How much will it cost?**

Due to the uniquely personal nature of the illness or injury, it will not always be possible to give an accurate estimation of costs, and there may be occasions where we have to act quickly and take decisions when you may not be present.

The well being of the patient will always be our prime concern, but hospitalisation, specialised twenty-four hour nursing, diagnostic tests and intensive treatment may well prove costly. If your pet is not insured for veterinary fees and you feel that payment may be a problem, please let us know at the outset so that we can discuss payment options or other sources of funding.

We aim to maintain open and honest communication between you, your vet and the nurses so that any potential problems or misunderstandings can be speedily resolved at this stressful time.



## **What facilities do you have for emergency care?**

All the animals in our care are given the best treatment – cutting edge medical and surgical care with a warm, human face.

Our kennels are lined with fleece for optimum comfort, and thermostatically controlled under bed heating is used as required. Where feasible, we try to provide the same diet as at home, and you may be asked for details of special treats to stimulate a picky appetite.

Patients are monitored and treated on an individual basis but please note that we do not employ waking night staff. If you wish, we can arrange a referral to a veterinary hospital where such intensive nursing care is available. The nearest hospital offering attended night care is in Brighton.

We encourage you to visit your pet as often as you want, apart from any occasion where it may not be in your pet's best interests. Regular updates on progress will be given by the vet and/or nurses and we are always available for a chat if you have any questions or concerns.

**At Heathfield Vets we know that an emergency admission is stressful both for you and your pet, and so we work hard to do what we can to keep this to a minimum.**

**Our team are always happy to offer advice and a sympathetic ear whenever you need us, so do please drop in or call us for a chat on 01435 864422**

