

## **Damory Quick Guide**

### **Puppy vaccinations**

1st vaccination from 6 weeks old but 2nd vacc has to be 4 weeks after 1st and must be 10 weeks old. With vaccination we give a puppy pack of information, a free pipette of advocate and 5 weeks free insurance with Vetsure.

Dogs can go out 1 week after the second vaccination.

### **Kitten vaccinations**

1st vaccination from 8 weeks old but 2nd vaccination has to be 3 to 4 weeks after 1st and cat needs to be 12 weeks old.

With vaccination we give a kitten pack of information, a free pipette of advocate and 5 weeks free insurance with Vetsure.

Kittens can have Feline Leukaemia vaccination as well and this will be the higher priced vaccination course. For cats that will be going out we recommend this.

All puppies and kittens that have first vaccination with us get 10% off advocate until they are 1 year old

### **Microchipping**

These can be done anytime for dogs and cats but for new pups and kittens we suggest having them done on second vaccination so they are a bit bigger. However from April 2016 all dogs must be chipped by 8 weeks of age and registered with a chip company. If they are not, it must be done within 21 days or face a £500 fine.

When we microchip a pet and enter the number on our system, it will automatically send to the chip company and register the pet online – The owner does not need to do any manual registration.

If an owner moves house or changes numbers, they must contact the chip company they are registered with, we cannot change the details.

If you want to check an implanted chips details, scan the chip with a reader and go online to the relevant chip database (see our sheet in reception for login details).

### **Neutering**

Male dogs can be done from 6 months old and at anytime. Dog bitches can be done from 6 months old, they don't have to have their first season but if they do have a season (which is approx every 6 months) then they need to wait 3 months after the season finishes before they can have to operation.

Male and female cats can be done anytime from 4 month olds even if a female has gone into season.

### **General Operations**

Operations are performed Monday to Friday. General rule for operations is that if sedation of any kind is needed then withhold food from 9pm the night before and come in next day between 8.00 and 8.45. The exception to this is if we have not seen pet for 6 months then a pre-operative check is needed first so we ask them to come in between 8.30 and 8.45. Rabbits should never be starved before coming in.

## **Repeat Prescriptions**

Customers can get a repeat on medication as long as a vet has seen them in that last 6 months. If they have not been seen in the last 6 months then they need to book a prescription check appointment before they can have the repeat.

Always check the dose with a client and put that on the request to the vet.

We say 48 hours for repeats to be ready but I need we can get done for the next day if the item is in stock.

## **PTS**

We offer 2 cremation services

- 1) A general cremation where no ashes are returned (cheapest option) and
- 2) Private cremation where ashes are returned (a premium is paid for this). Ashes are sent on a Monday and Thursday each week and return 7 days later.

## **Flea and Worming**

As a general rule we can give out flea and worm treatments for pets if a vet has seen the animal and they have had the product before. If we have not seen the animal then we can only give out ADVANTAGE for fleas and DRONTAL for worms. They don't have to have seen the vet to get these. If we have not seen the pet and they do want a prescription treatment then you can book a Free of Charge Flea and Worm Consult for them.

Worming tablets we say use every 3 months (except DRONCIT which is every 6 months)

Spot on flea and tick products are used monthly.

Advocate - does fleas, roundworm and in dogs lungworm (the fatal worm that you get from slugs and snails)

Advantage - does just fleas and is cheapest

Advantix - does fleas and ticks in dogs only. It is fatal to use on cats.

Broadline - does fleas, ticks, roundworm and tapeworm in cats. Basically it does everything you need to cover in cats. It's the only product that does.

Frontline - does fleas and ticks, but its an old product we don't really recommend over the others

Stronghold - does fleas and roundworm

Seresto collars - does fleas and ticks for 8 months! These are great if pets will wear them and can be used with advocate to cover lungworm still.

Bravecto tablet - for dogs only and does fleas and ticks for 3 months

Bravecto spot on - for cats only and does fleas and ticks for 3 months

Comfortis tablet - does fleas only. Great for flea infestations on cats

Nexgard tablet - for dogs only does fleas and ticks for one month

Milbemax worm tablet - does tapeworm and roundworm in cats and dogs

DRONTAL worm tablet - does tapeworm and roundworm in cats and dogs

Profender - spot on for cats that does roundworm and tape worm (good option if cats don't like tablets for worming)

For new puppies we recommend advocate monthly to protect against fleas, roundworm and lungworm and a DRONCIT tape worm tablet every 6 months.

### **Insurance**

Insurance will cover illness and accidents in pets. It's doesn't cover vaccinations and elective surgery like neutering.

All insurance policies have what they call an excess. This means that you can only claim for amounts that go over your excess. For example if your insurance has a £70 excess and the treatment you received costs £100 then the insurance company will only pay £30 as you have to pay your excess. If your treatment cost only £65 then there is no point claiming as its not above the £70 excess you would have to pay. The excess payment is per condition per policy year. In other words you only pay it once per year if it's always for the same thing, but if your pet is ill with something else and you claim then you have to pay an excess again.

For claim forms they have to sign them and we need their policy number. Most claims are paid direct to us but if the client wants to they can pay their whole bill and we can have the payment made to them from the insurance company instead.

### **Nurse Appointments**

Nurses can do appointments for nail clips, 6 month puppy checks and weight clinics. These are usually only available in the afternoon so see the 'Nurse' column on the dairy for availability. If we don't have a convenient nurse appointment for the client then book it with a vet but note on the appointment that a nurse was requested so they don't overcharge the client.

### **Diets**

We have non-prescription diets in reception (Royal Canin) and prescription diets kept out in the large animal store. We don't keep all products in stock (especially large sizes) so these may need to be ordered from Centaur Services.

### **Discharging Patients**

Any patient that has been with us for an operation will appear on the Hospital list after surgery. This will generally give details of the time they can be discharged from and if they need a post op check or suture removal (however if it does not check the record to see if indeed follow up appointments are needed).

If a client calls to see when they can get their pet, check the hospital list (or with a nurse if nothing has been put there yet) and then based on this time book an appointment with the owner in the DISCHARGE diary column for when they can come and collect.

When the owner collects, book any appointments (such as post op) and take payment in full or for excess amount if on insurance and make sure we have the insurance form signed. Set discharged from the Hospital List when you call down for a nurse to collect.

## Orders

We order the majority of items from Centaur Services automatically through Vetspace. If you require an item not in stock and not on auto ordering it can be ordered from Centaur direct. Anything ordered before 6.30pm Mon-Thurs will arrive the next day. Orders made on Friday will arrive on Monday. Any orders on Saturday before 12.30 will come on Monday as well (otherwise if after 12.30 they will come Tuesday).

## Lab Reports

If we send samples off to an external lab for analysis, their reports will come back to us via email directly into the 'Lab' email folder on gmail. This needs to be checked on a regular basis throughout the day. If a lab comes in, download the lab report and attach it to the patient's record making sure you enter the lab reference number in the documents description when attaching. Then send an email to the vet working on the case (linking the patient to the message so they can see who it is for)

If a vet is on holiday, email the duty vet and copy the case vet in as well.

## Insurance Payments

When a cheque for an insurance claim is received and paid off, ensure in the payment details the patients name is entered, our claim number it relates to and any deduction: e.g **Claim 2 – Roxy - £75 xs**

Tick the items to be paid by the cheque, don't let the system decide how to allocate the payment.

## Pet Passports

Pet passports are needed for animals wanting to go abroad into the EU. To travel to the EU they require an up to date rabies vaccine, microchip and a passport. These can all be provided on the same day with us BUT if they have not had a rabies vaccine before or a booster was not given in time, then they will have to wait 21 days before they can travel.

Coming back to the UK they will need to get a local vet to stamp their passport to say a tape worm treatment was given before returning. This must be done 1 to 5 days before returning to the UK.

## Blood Sampling

Certain medications require routine blood tests which may have requirements when they can be done:

Blood Test	For	Tablets	When
T4	Hypothyroidism	Thyforon	4-6hrs post pill
	Hyperthyroidism	Felimazole	
	Hyperthyroidism	Vidalta	Any time
Epiphen Assay	Epilepsy	Epiphen	0-2hrs before next tablet (so usually 'trough' evening sample) However, if on a high dose and vet is worried about toxicity they may ask for peak sample (4-8hrs post pill)
		Phenobarb	
ACTH	Cushings	Vetoryl	1 <sup>st</sup> sample 3-5hrs post pill then 2 <sup>nd</sup> test 1hr later after Tetracosactide (book Ops list)
Low Dose Dex	Cushings	Diagnosis Purposes	1 <sup>st</sup> sample, inject Dex 2 <sup>nd</sup> sample, 3hrs post Dex 3 <sup>rd</sup> sample 8hrs post-Dex (book on Ops list)
Bile Acids	Liver Disease	N/A	1 <sup>st</sup> sample, feed a meal 2 <sup>nd</sup> sample 2 hours after feeding (Ops list – Starve for at least 12 hours before first test)

## **Assistance Schemes**

For people in financial difficulties there are some options available to them for help:

PDSA – They can call the PDSA and they will consider a contribution towards treatment (note that they do expect the client to make a payment as well).

Cats Protection – They will sometimes make a payment towards neutering costs and clients will need to contact them direct. CP will call to advise us of this and then send in a voucher to cover this (usually after the operation).

St Francis – This is administered by Damory and payments to assist are at the Vets discretion.

RSPCA – These will assist in certain cases, owners would need to contact them direct. We usually get a reference from the RSPCA which we have to quote when we send in an invoice.

## **Payment Plans**

We do offer payment plans for people in financial difficulty, but it has some following rules:

- ***Must be agree by DH, CS, KW or CR***
- ***50% of bill paid at time (or see DH, CS, KW or CR if they cannot pay this to agree acceptable amount)***
- ***Can be up to 4 instalments (weekly or monthly – anything longer needs authorisation)***

## **Payment**

All treatment is payable at time, we do not allow credit unless specifically agreed (we have certain clients we do let pay monthly). Never allow flea treatments, medication etc to be taken without payment unless you have confirmed:

- It is being claimed on insurance and we have a claim form
- Client can pay on a monthly basis (check with vet or receptionists)