



## Pre Anaesthetic Information For your Ferret

### Before Arrival

- Ferrets have fast gastric transit times and therefore only need to be fasted for 3-4 hours prior to their anaesthetic. Therefore, we ask that you feed your ferret at 6am the morning of the procedure.
- Please bring along a selection of your pet's favourite foods, to help us get your pet eating as soon as possible during their stay here with us.

### On Admission

- You will have been given an admit appointment on the morning of your pet's procedure, this is a 15 minute appointment with one of our clinical team to discuss the plan for the day, ensure your pet is in good health, and answer any questions or concerns you may have about your pet's procedure.
- An admission form will be completed during this time confirming details of the procedure, permission, and estimated costs. We will require a daytime telephone number that you will be contactable at all times throughout your pets stay with us.

### What happens after my pet has been admitted?

- Your pet will be taken through to one of our dedicated wards, where they will be placed under the care of our inpatient nurses and veterinary care assistants. Our wards are designed to provide a calm and stress free environment for all our patients.
- You will be advised at the time of admission an estimated time for your pet's procedure. There is usually a list of surgeries to be performed each day, this list is ordered according to the age and health of the patients, type of procedure and availability of surgeons, nurses, and equipment. We are very conscious of patients who are nervous or may be expected to have a prolonged recovery time, so we aim to schedule these earlier in the day where possible.

### On Collection

- At the discharge appointment, you will be provided with full homecare instructions, any medications that your pet may require, and if applicable, either a plastic collar or medical shirt to prevent your pet from interfering with their wounds.
- You will be advised of any post operative appointments required for your pet

### Payment

- **For non-insured patients:** Full payment will be required at the time of collection.
- **For insured patients and amounts under £1000** we will require full payment including an insurance admin fee at the time of collection and will submit an insurance claim for you to be reimbursed by your insurance company.

- **For insured patients and amounts over £1000**, we are able to offer a direct claim with your insurance company. We will require you to pay your policy excess and a direct claim admin fee at the time of collection. You will also be required to complete our direct claim form where a debit or credit card details are taken for us to take payment in the event of non-payment by your insurers. This confidential information will be stored in a secure coded safe and destroyed when the claim has been closed.
- Some insurance claims can be made online and some require a claim form – most of the time these can be downloaded and printed out, but they can also be requested from your insurance company by post.
- There is a section on these forms for you to fill out and sign and then a section for us.
- We handle the whole claim for you as it usually requires sending the clinical history from our computers, so make sure the form is signed or if doing online that we have your policy number then our dedicated member for staff for insurance can submit that claim for you.

***If you have any further questions, please feel free to contact one of our nursing team via petsapp, or call the surgery on 01342 327799***

