

# A REFERRAL TO WILLOWS

## WHY WILLOWS?

### COMPASSIONATE AND HIGH QUALITY CARE

Willows is one of the world's leading Specialist small animal referral centres, delivering Specialist pet healthcare for over 30 years.

Our state-of-the-art hospital located in Solihull is led by internationally renowned Specialists committed to providing the very highest standards of veterinary care. We aim to provide each of our patients with the same level of care that we would wish for our pets.

Our Specialist Veterinary Surgeons work together to provide the best possible care for our patients across 13 specialisms, just as you would find in a human hospital. This unique approach means that we can ensure that our patients receive a 360-degree approach to their care when it is needed most.

## WHAT TO BRING



### YOUR NOTES

It is a good idea to have made some brief notes about your pet's history e.g. dates of events, symptoms or signs you may have noticed, and any queries or concerns you have to help when discussing your pet's condition during the consultation.



### INSURANCE DOCUMENTATION

Including a blank claims form.



### MEANS OF PAYMENT

You will also need to bring a means of payment with you.

## YOUR APPOINTMENT

- Please arrive 15 minutes before your appointment time to register your pet.
- It is preferred that pets are brought to Willows by their owner to ensure that detailed questions about their history can be answered along with responsibility for decision making and financial considerations.
- Should your pet be admitted to the hospital on the day of your appointment, we will ask for signed consent for any procedures decided upon. It is important that you fully understand your pet's condition and the implications of any proposed investigations and treatment. If you have any doubts at any stage, please do not hesitate to ask for clarification.
- If you cannot keep your appointment or you are held up in traffic, please let us know as soon as possible.
- During your appointment, your Specialist Vet will take a detailed history of your pet's medical background and the current problem. They will carry out a thorough clinical examination, and any findings and provisional diagnoses will be discussed with you. Your pet may then go home after the consultation with suggested management or treatment; however, it is also possible that further tests or procedures, e.g. blood tests, imaging (X-rays or scans), surgery, may be required.
- Whilst we will make every effort to perform investigations and possible surgery on the same day as the consultation, there is no guarantee that it will be possible for everything to take place on that day. It may be that initial work will be done at your appointment. Your pet may be hospitalised for further diagnostic and possible surgical procedures to be carried out over the next few days, depending upon the circumstances. It is also possible that your pet may need to go home after the consultation (possibly on treatment) and return for diagnostic or surgical procedures later.
- It is important to understand that, just like a large human hospital, Willows provides an Accident and Emergency service, and urgent cases must take priority when we are organising our patient care.
- If you are unsure about what to do regarding your pet's referral to us, please do not hesitate to contact us.

## CONTACT US

**Linnaeus Veterinary Group Trading as  
Willows Veterinary Centre and Referral  
Service Ltd**

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**We are here for you 24/7 365 days a year as an  
emergency service.**

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## HOW TO FIND US

