

RVC

Equine

Royal Veterinary College

Information for Equine Practice Clients



Caring for horses and ponies since 1791



The Royal Veterinary College is the longest-established and largest vet school in the English-speaking world. It has been caring for horses since 1791.

RVC Equine Practice vets provide personalised care for horses, ponies and donkeys throughout Hertfordshire and into adjoining counties.

The RVC is at the forefront of research into equine health so staff are up-to-date with the very latest advances in disease prevention and treatment.

The practice is equipped with leading edge technology so whether your horse is an elite athlete or a valued companion, you can be assured that they are in the very best hands.

The Equine Practice works alongside the internationally renowned Equine Referral Hospital, which is fully equipped with state-of-the-art surgical, diagnostic and critical care facilities.

RVC practice vets are often accompanied by final year vet students. This enables the team to train vets of the future by giving insights into real-life cases.

Essential Information

Hours of business - Monday-Friday

Appointments/visits: 08:30-17:30

Equine reception: 08:00-17:00

Equine dispensary: 08:30-16:30

Emergencies and out-of-hours

01707 666297

- **24 hours a day**
- **7 days a week**
- **365 days a year**

The practice provides round-the-clock emergency care. This support is available 24 hours a day, 7 days a week, 365 days a year for horses under our care. You can contact the Equine Practice day or night.

For some complex equine emergencies, your horse may be referred to the specialists at the RVC Equine Referral Hospital.

The Hospital is equipped with the latest facilities including:

- Critical care facilities
- Surgical theatres
- Dedicated adult and neonatal intensive care units
- Isolation unit for horses with suspected contagious diseases
- Padded stable for horses with neurological conditions
- Advanced diagnostic imaging
- Trot-up and exercise arena

Services

Preventative Healthcare

- **Vaccinations**
- **Dentistry**
- **Parasite control**
- **Health monitoring**



Lameness investigation

Exports

All RVC Equine Practice vets are authorised by DEFRA to perform the necessary pre-export checks and issue export health certificates.

Pre-Purchase Examinations (Vettings)

Standard two and five stage clinical examinations (including collection and storage of a blood sample) are performed for new or existing clients. Further diagnostic tests such as x-rays, endoscopy of the airways or ultrasound examination of the legs can also be undertaken on request. Pre-purchase examinations can be performed outside the normal catchment area by arrangement.

JMB Measurement

Performed at the RVC Equine Hospital.

Passports and microchipping

Castration and minor surgery

Poor performance investigation

Extracorporeal Shock Wave Therapy (ESWT)



Medical Investigations

Investigations into issues such as weight loss or gastric ulcers.

Studwork and Artificial Insemination

Our comprehensive service encompasses all aspects of stud medicine, ranging from the management of thoroughbred studs to the care of the individual mare at home.

Mobile Equine Diagnostic Facilities

- X-ray
- Ultrasound
- Endoscopy
- Gastroscopy
- Gait analysis

Diagnostic Laboratories

Our fast, accurate and reliable service offers a comprehensive range of tests, often receiving results the same day.

We also offer our pioneering Atypical Myopathy (sycamore) plant sampling test to help owners establish the level of risk their horses may be exposed to.

Payments

Payment can be made by:

- Cash
- Debit card
- Credit card (except American Express)
- Cheque

Cheques should be made payable to “The Royal Veterinary College”. If you have an account query or would like to make a payment, please call 01707 666297 between 8am and 5pm, Monday to Friday.

Insurance

- If your horse is insured for veterinary fees, please advise your insurance company of your claim as soon as possible.

Do not wait until treatment is complete.

- Please check your insurance policy carefully regarding exclusions such as administration or livery fees.
- You can arrange for the insurance company to make payment directly to the RVC by indicating this on your claim form. On receipt of this authorisation, we will send a report and relevant invoices to your insurance company so they can then pay us directly. An administration fee of £12.00 is applicable for processing a direct claim.
- If there is an outstanding balance after settlement from your insurance company, you will be contacted and invoiced for the outstanding balance.
- For any claim under £500 we ask you to settle the fees in full, and submit the claim directly to your insurance company.
- If you settle your account in full, please either hand or forward your completed claim form to our reception team. We will complete any relevant details and send the form, on your behalf, to your insurance company. For any insurance queries, please call 01707 666297.

Please note: Any insurance claim unpaid after 60 days will become liable for payment by the policy account holder

Referrals and Second Opinions

Whilst we endeavour to provide the highest level of care for you and your horse, if you wish to request a referral to, or second opinion from, another veterinary surgeon or practice we will, with your permission, assist you in the process and forward on all clinical records promptly to that veterinary surgeon/practice.

Fees and Estimates

- **Our standard call-out fee is £39.90 ***
- **Our emergency/out of hours call out fee is £86.24***

Our vet or reception team are happy to provide you with prices for routine treatments on request. We can also arrange for estimates to be provided for more complex procedures if required.

*Prices as at September 2018

Customer Care

We will always do our best for you and your animals. If you feel that something unsatisfactory has happened, please tell us. We take feedback very seriously. Our complaints procedure is available on request from our reception team.

Ownership of Clinical Records

All case papers, radiographs and other clinical data derived during normal clinical investigations, remain the property of the Royal Veterinary College and such material might in the future be used for research and teaching purposes; if so, it will not be possible to identify the owner or animal in any written or oral presentation, unless prior written permission has been given.

Privacy Statement

The RVC will use your personal data to carry out the necessary tasks for administration and management of your interactions with our clinical services. This is likely to include your contact details, payment details, and details of your insurance provision so we can carry out clinical work at your request. It may also include a record of your consent to be contacted by the RVC for a range of purposes which may include: appointment or vaccination reminders, events or clinical services relevant to the care of your companion, working or production animal, requests to take part in research studies in support of veterinary medicine or communications from the Animal Care Trust which is a charity that supports our activities. In certain circumstances we may be obliged to share your information with third parties such insurance companies, debt collection agencies, microchip registration companies, the RSPCA, the police or the courts. Where we are processing your personal data for the purposes of the clinical services we are providing to you we do so on the legal bases of contract.

Where we are processing your data for other purposes for which we have sought your consent (e.g. marketing, research) then the legal bases for processing that data is the consent that you have provided.

Full details of our Privacy Statement can be provided to you in writing or found at www.rvc.ac.uk/data-policy

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