

## QMHA Client Information

Clients who have tested positive or have symptoms of COVID-19 or have an infectious and transmissible disease or where an individual has tested positive for Monkeypox virus within a household must **NOT** come onto our site.

Please ensure that you wear a face covering (face mask or visor) if requested to do so.

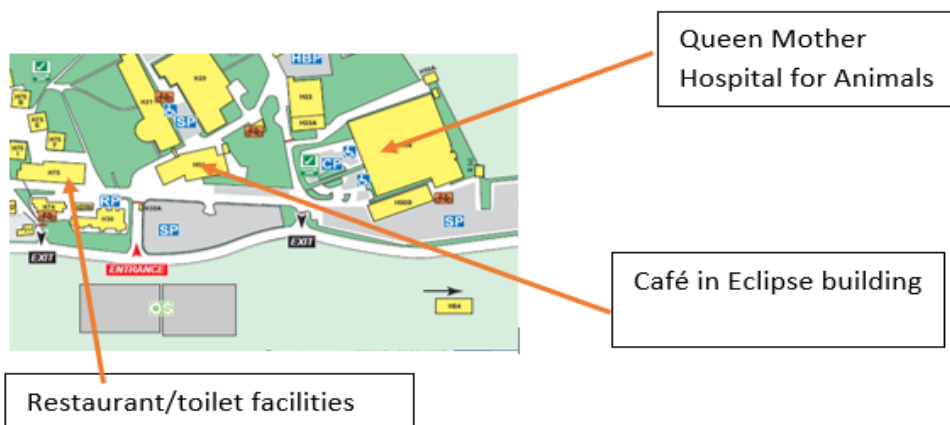
### Facilities

#### Restaurant / Café opening times Monday to Friday:

Main Restaurant 8am – 2pm

Café 8am – 6pm (4pm Friday)

**Weekend and out of hours** – Please ask a member of reception / staff on duty regarding access to refreshment facilities.



### Consultation – what to expect ...

- For **emergency cases**, a vet or veterinary nurse will triage your pet. For cats or pets requiring immediate attention, they will be assessed within our Emergency Room and then returned to you after triage assessment is complete (if your pet is stable enough to do so).
- A veterinary student or vet will take a full clinical history. If a student, they will then discuss your pet with the supervising vet.
- During the consultation a Consent & Estimated cost of treatment form will be generated and emailed to you – please read, sign and return the form as indicated (if you do not have a smartphone device, please inform your vet during the consultation).
- After the consultation your pet may be admitted to the hospital for treatment. At this stage you will be required to pay a deposit before you leave. We can offer two ways of claiming via your insurance, we can process a 'Direct claim' for you, meaning that we will invoice your insurance company directly. To do this, we will require a copy of your current insurance policy and any required claim form to be completed by the policyholder, plus a deposit of £100 and a direct claim fee of £25. Alternatively, should you prefer to settle the invoice with us yourself first, we will still process your claim as an 'Indirect claim' there will be no direct claim fee for this. The insurance company will simply settle with you rather than us.
- If your pet is **not** insured, you will be required to pay 50% of the estimated cost of treatment upon the admittance of your pet and the remainder upon discharge. **Our online payment portal is available at: <https://www.rvc.ac.uk/small-animal-vet/specialist-referrals/online-payment>**
- A member of our clinical team will be in contact with once daily updates as arranged. Please be aware inpatient updates can take place at any time of the day, and please be assured a member of team will contact you if there are any urgent concerns with your pet.

*Thank you for your patience, we wish you a safe journey home.*