

# Small Animal Teaching Hospital Client Pack

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### Consent form

Before your pet is admitted to the hospital we will ask you to sign a form giving consent for the planned investigations and treatment. The clinician dealing with your pet will go through the consent form with you in the consultation but you may wish to read through the form to familiarise yourself with it prior to your appointment.

### Research at the Small Animal Teaching Hospital

As part of your visit we will invite you and your pet to participate in the clinical research we perform in order to improve the outcomes we can achieve for future patients. Here you will find information on how we conduct this research through building a research databank and the use of surplus clinical material.

### Use of unlicensed and off-label drugs

Section 4 of the Consent Form asks you to agree to allow the hospital to use drugs that are not currently licensed for use in pets. This leaflet explains why we use these 'off-label' drugs in our treatment of patients here.

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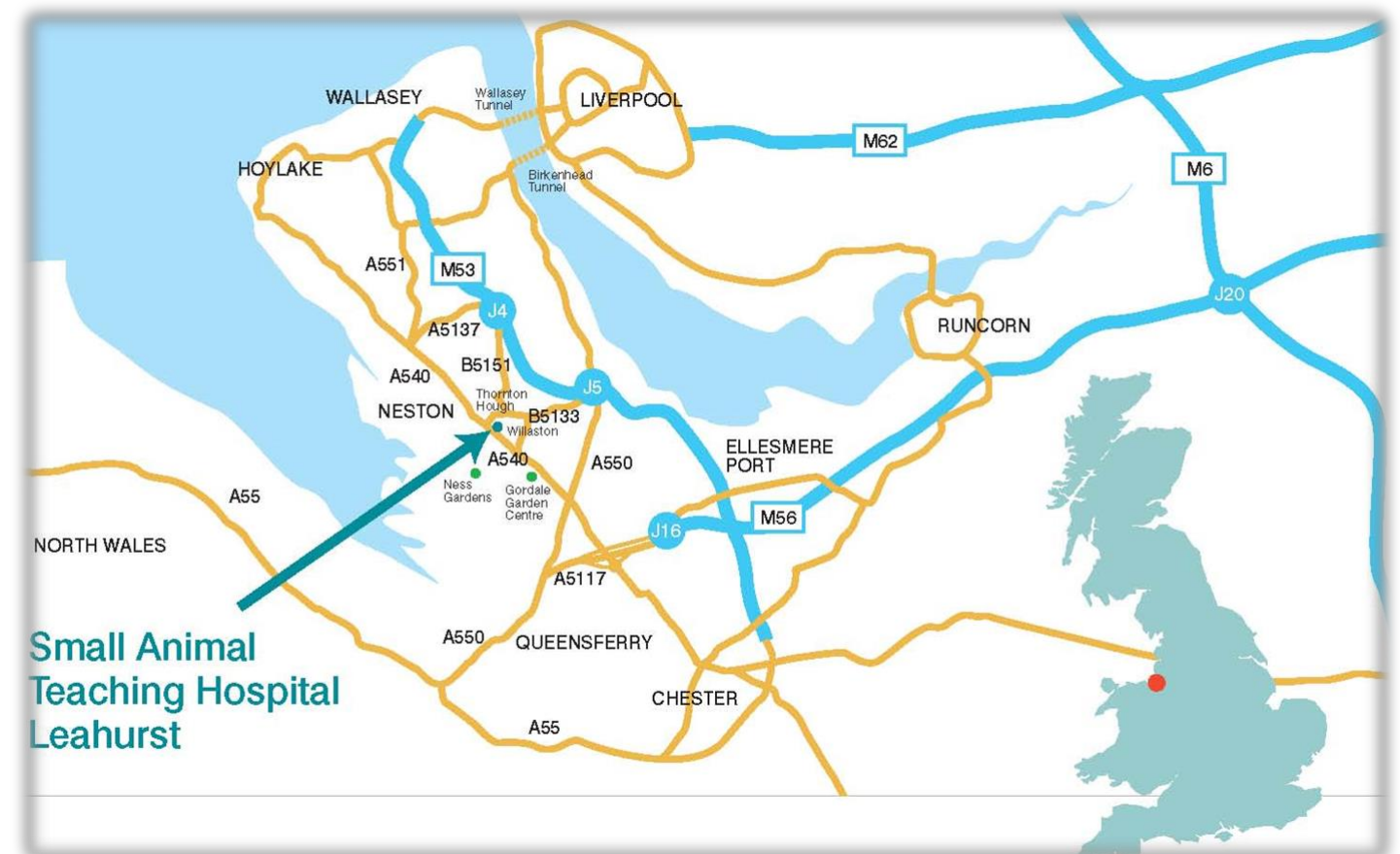
### Client information form

To ensure that we have full and accurate contact details, insurance details and details of any third parties you are authorising to act on your behalf please print and complete this form and hand it to one of our reception staff when you arrive. If you cannot complete the form beforehand we can provide you with one on arrival.

### Dietary questionnaire

To help us improve the care your pet receives whilst they stay with us it would be helpful if you could print and complete this form and hand it to one of our reception staff when you arrive. If you cannot complete the form beforehand we can provide you with one on arrival.

## How To Find Us At Leahurst



### Directions from North Wales

Go east on the A494, through Queensferry, towards Deeside. At Deeside, take the left exit onto the A550 (sign posted Birkenhead). Drive approximately 3 miles to a set of traffic lights. Turn left at those lights onto the A540, towards Heswall and Hoylake (There are Honda and Mini garages at these lights). Travel approximately 2 miles, passing Gordale Garden Centre on the left. Drive approximately 1.5 more miles. Go straight ahead at a set of double traffic lights (very close together). Go straight ahead at the next set of traffic lights (you will notice a left sign to Ness at these lights). About 100 yards after this set of lights there is a right turn, across the central grass reservation, onto the Leahurst site. Once on the site, follow local directions.

### Directions from the M56

Travel west on the M56 until the motorway ends and continue forward on the A5117. Take the exit signposted A540 Chester/Hoylake, and follow signs to Hoylake for approximately 5 miles. You will pass Gordale Garden Centre on the left hand side of the road. Drive approximately 1.5 more miles. Go straight ahead at a set of double traffic lights (very close together). Go straight ahead at the next set of traffic lights (you will notice a left sign to Ness at these lights). About 100 yards after this set of lights there is a right turn, across the central grass reservation, onto the Leahurst site. Once on the site, follow local directions.

### Directions from Chester

Take the A540 Heswall/Hoylake road out of Chester for approximately 8 miles. Pass a Mini garage and Two Mills Honda garage on the left at one set of traffic lights. You will pass Gordale Garden Centre on the left hand side of the road. Drive a further 1.5 miles on the dual carriageway. Go straight ahead at a set of double lights (close together). Go straight ahead at the next set of traffic lights (you will notice a left sign to Ness at these lights). About 100 yards after this set of lights there is a right turn, across the central grass reservation, onto the Leahurst site. Once on the site, follow local directions.

### Directions from Liverpool

Travel through the Kingsway Tunnel (Wallasey tunnel). After passing through the toll booths at the Wirral end, proceed straight on as the road becomes a dual carriageway and eventually the M53. Exit at Junction 4 and keep in the right lane of the slip road. Take the fourth exit at the roundabout signposted for Clatterbridge and Neston. Go straight on, at the roundabout with the garage on it, onto Clatterbridge Road. At the mini roundabout, go straight on and continue for approximately 2 miles along Willaston Road. At the T junction with Neston Road, turn right. Proceed along Hanns Hall Road, bearing sharp left at the junction with Quarry Road. Turn left onto Chester High Road. The entrance to the Leahurst site is on the left, just after the road becomes a dual carriageway. Once on the site, follow local directions.



The University of Liverpool, Leahurst, Chester High Road, Neston, Cheshire CH64 7TE  
T: 0151 795 6100 E: [sath@liv.ac.uk](mailto:sath@liv.ac.uk)

University of Liverpool  
Small Animal Teaching Hospital  
Leahurst Campus, Chester High Road  
Neston, South Wirral CH64 7TE  
Tel: 0151-795 6100 Fax: 0151-795 6101

Case No.  
Species  
Gender  
Owner  
Referring Practice

Breed  
Age

Patient.  
Clinician  
  
Referring Vet

I am the owner\*/am acting on behalf of the owner\*, of the animal detailed above. I am over 18 years of age and give my consent to the following at the University of Liverpool Small Animal Teaching Hospital:

1. For surgical procedure or treatment/investigation for the following (.....)
2. For examination and performance of investigations as appropriate.
3. For sedation and/or anaesthesia.
4. For the administration of treatment or medications as appropriate. I understand that at times, in order to avoid unacceptable suffering and to provide optimal treatment for my animal, that the veterinary surgeons working in the Small Animal Hospital may elect to use drugs that are unlicensed for use in domestic animals. I have been given a leaflet explaining the reasons why unlicensed drugs may be used, and I consent to their use in my animal.
5. For euthanasia if necessary for humane reasons.
6. For postmortem examination in the event of death or euthanasia.
7. My animal is insured for veterinary fees with ..... (the "Insurer"). I understand that any insurance claim is my responsibility and that I am ultimately responsible for settling my account.
8. I understand that all records of investigation and treatment are the property of the Small Animal Teaching Hospital.
9. I understand that the Hospital will require a pre-payment of up to 50% or £1000, whichever is the lesser, of the original estimate, and agree to pay the Hospital all costs necessary to treat my animal. Should costs increase and exceed our initial estimate, I agree that verbal consent may be sought to proceed with treatment and to discuss any revised treatment options.
10. I agree that the animal will be cared for by members of Hospital staff and senior Veterinary students.
11. I agree that the Hospital will not be responsible to me if the animal dies whilst being treated or if the animal suffers any illness or injury as a result of the treatment, unless the veterinary surgeon or hospital staff are proved negligent.

***N.B. All anaesthetics, surgery and other procedures involve some risk to the patient. All cases may be used for the purposes of teaching, under proper supervision.***

Signature of Owner or Representative \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

**Please select Y / N for consent for the following research**

12. I agree that any tissues and DNA removed during the course of treatment, may be retained for purposes of clinical research. Clinical research is necessary to further our understanding of diseases of companion animals so that we can improve the treatment and welfare of our patients (please ask if you want to know more about research in this Department). In addition, I agree to screening of faecal and other waste samples for infection control: I understand that should anything untoward be identified during this screening, I will be informed. **Y / N**
13. I agree that all data (including laboratory results and images) stored as part of the clinical record can be used for teaching of veterinary students/other professionals, client education or as part of future clinical research. I understand this consent cannot be withdrawn more than 7 days after it is given. (This data can be made available on written request.) **Y / N**
14. I agree that Small Animal Teaching Hospital staff can continue to contact my veterinary surgeon or I for follow-up information even after my pet has been released from the hospital's care. **Y / N**

The following is an estimate of the likely cost of investigation and treatment of your animal's complaint. This estimate does not, however, constitute a final invoice; actual costs may vary and where possible these will be discussed with you as the case progresses.

Initial estimate of costs: £ \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Owner\* or Agent\*: (\*delete as appropriate) \_\_\_\_\_

If you are acting on behalf of the owner, please state your relationship to owner \_\_\_\_\_

**Our accounts are due for payment upon presentation. We reserve the right to charge interest at the rate of 8% above Barclays Bank plc base rate on all invoices that are more than 14 days overdue. In addition, you will be held liable for all recoverable collection costs and legal fees. Revised January 2020**

**Fees** - All fees, diet and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case as well as, but not limited to, the drugs, materials, consumables, and diets used. A detailed invoice will be provided after the animal is discharged. All fees are due for payment on presentation of your invoice and all non-insured clients will be required to pay a deposit of 50% or £1000, whichever is the lesser, of the initial estimate on admission. Insured clients will be expected to settle any excess after payment of their claim within 14 days of the insurance payment being made.

**Methods of Payment** - You may settle your account using the following methods:

- CASH
- CHEQUE (made payable to The University of Liverpool)
- CREDIT/DEBIT CARD Switch/Solo/ MasterCard/Visa/Delta.
- BACS (Speak to accounts dept. for payment information)

**Estimates of Treatment Costs** - We provide a written estimate of the likely cost of treatment. Any estimate given can only be approximate and is subject to change as treatment /investigations progress. Any changes in likely costs will be discussed with you by a member of staff from the Small Animal Teaching Hospital. Verbal consent will be sought to proceed with treatment should costs increase above the initial estimated amount. Details of this conversation will be recorded on the hospital management system. In emergency situations additional treatment may be offered without obtaining consent if the patient is deemed at risk.

**Pet Health Insurance** - We can claim direct from a number of insurance companies. All insurance claims processed via the Hospital will be subject to a £25 administration fee. Only one fee will be charged per case/condition. Clients wishing to process a claim themselves will be expected pay all fees on presentation of the invoice. ***We reserve the right to request that you make full payment of the account at our discretion.***

**Settlement Terms** - All accounts should be settled within 14 days of the invoice date, if payment is not received an additional reminder will be sent and interest may be charged at 8% above Barclays Bank plc base rate. However, this may be waived if payment is made promptly.

**Diagnosis and Treatment** - Due to RCVS regulations, we are unable to investigate complaints unrelated to the problem your vet referred you for without further referral/permission from your primary care vet.

**Inability to Pay** - If, for any reason, you are unable to settle your account we ask that you contact us to discuss the matter as soon as possible.

Failure to contact us for more than 30 days following our final reminder will result in the account being automatically referred to a debt collection company for administration. You will be responsible for all additional costs that result from debt collection services.

**Complaints and Standards** - The Small Animal Teaching Hospital aims to provide the highest standard of care, and hope that you do not have reason to be dissatisfied with our service. However, should you have cause to complain please do so in writing to the Small Animal Teaching Hospital, Clinical Services Manager, Leahurst, Chester High Road Neston CH64 7TE, or via email to [sath@liverpool.ac.uk](mailto:sath@liverpool.ac.uk). We would ask that complaints be made within a few days or at most a few weeks. However, we do allow complaints to be lodged within 6 months of an issue or within 6 months of discovering the problem (provided that is within 12 months of the incident).

**Data Protection and Ownership of Records** - All case records remain the property of and will be retained by The Small Animal Teaching Hospital. A clinical report will be sent to your referring veterinarian. All requests for copies of records should be made via the University's Data Controller.

**Ownership of Diagnostic Images** - All images (e.g. - x-rays, MRI/CT scans, photographs, or ultrasounds) remain the property of the Small Animal Teaching Hospital. Any clinical images held by the Small Animal Teaching Hospital may be used for teaching of veterinary students/other professionals, client education or publication for teaching in a textbook, journal or on the web.

**Students** - We are a teaching hospital, and all consultations are conducted by a qualified clinician, all diagnosis, treatment plans and prescribing of all medications is the responsibility of the clinician responsible for the case. Students will however be present during the initial consultation and will be involved while treatments or surgical procedures are carried out, this will always be under the direct supervision of a qualified veterinary surgeon.

**Returned Medicines** - We are unable to refund the cost of any returned medicines once they have been dispensed and left the premises. This is in accordance with the British Veterinary Association Code of Practice on Medicines (2000) which states: "Once stock has been dispensed, it should not be accepted back into the dispensary. No returned goods should be offered for resale because there may have been problems with storage conditions beyond the veterinarian's control." This means that we cannot give refunds for returned medications as we are obliged to dispose of them. Out of date or unused medicines can be returned to the Small Animal Teaching Hospital for disposal. Unfortunately, no refunds can be offered.

The above terms and conditions are fixed and any variation on these conditions will not bind the Hospital unless a specific written agreement is given by one of the clinical managers or Hospital Directors.

We reserve the right to change our terms and conditions.

## Research at the Small Animal Teaching Hospital - Client Information Sheet

In addition to offering the best care for our patients, we also aim to build on the knowledge of diseases in our patients in order to improve the outcomes we can achieve for future patients. For that reason we invite you to participate in the pet focused research undertaken at the University of Liverpool. There are two broad types of projects detailed here, if there are other types of projects ongoing (such as clinical trials) we will discuss these with you separately.

### Research Databank

The Small Animal Teaching Hospital (SATH) treats thousands of animals each year: this has allowed us to accumulate a lot of information about different diseases, diagnostic tests and treatment options. We have used this information for studies that have helped us improve our diagnosis and treatment of disease. We are asking for your consent to allow us, in the future, to use the data from your pet's visits to us to help us learn more. This has no effect at all on the tests or treatment he or she receives now.

The aim of the Databank is to allow us to review data from our patients to help improve diagnosis and treatment of small animal diseases.

**What is the Databank?** The Databank is a large collection of clinical information from our cases, which is available for retrospective research (i.e. carrying out research on historical cases).

**What do we mean by data?** The data includes everything in the clinical records, including written notes, case sheets, test results and images (x-rays or scan, ECGs).

**Who will be using the data?** This information will only be accessible to SATH staff, approved University of Liverpool research students or close collaborators. All studies must be approved by the Vet Ethics Committee before work can begin.

**Where will the data be collected and stored?** The data is stored on various clinical databases which are only accessible to our staff or individuals we specifically give access to.

**What sort of studies will be done?** There are many different potential studies, but studies involving banked data we have carried out in the past include investigations of outcome after treatment for irregular heart rhythms, and response rates in cats to particular chemotherapy drugs.

How will I find out about research findings? The results of studies carried out in the future will not be reported to the owners of the pets whose data was used for the studies. However, the results of studies will be published in scientific journals, so that knowledge spreads throughout the veterinary community. Important results may also feature in the SATH news on our website.

**Can I withdraw my consent?** Unfortunately, once consent has been given, this can only be withdrawn within 7 days. This is because it is difficult for us to withdraw data later, particularly when studies anonymise data so we cannot identify the data from a specific patient.



## **Client Information Sheet: Use of surplus clinical material**

The Small Animal Teaching Hospital (SATH) diagnoses and treats thousands of pets each year. During clinical investigations usually it is necessary take samples (for example a biopsy or blood sample). After completion of these investigations often there is some sample left over, normally this material would be discarded once we are sure it is no longer needed. This surplus sample can be extremely valuable for research investigating the diseases which the pets are affected by. We are asking for your consent to allow us to store this surplus sample and use it for future research. This has no effect at all on the tests or treatment your pet will receive and the same amount of samples will be taken regardless of whether you chose to allow us to use this material or not.

**The aim of use of this surplus clinical material is to help us improve diagnosis and treatment of small animal diseases.**

**Will all samples be kept?** We are not able to store all samples, so the samples stored will depend on what projects are ongoing at the time your pet comes to see us. A list of current projects can be viewed on the Small Animal Teaching Hospital website in the research section.

**Who will be using the samples?** The samples will only be accessible to approved University of Liverpool research staff and students or occasionally to close research collaborators outside the University. No information personal to you or your pet will be published or passed outside the University of Liverpool at any stage. All studies must be approved by the Veterinary Research Ethics Committee before work can begin.

**Where will the samples be collected and stored?** The samples will be collected and stored onsite within the University of Liverpool.

**What sort of studies will be done?** There is a variety of studies that could be performed, but examples could include examination of DNA or protein in samples in order to better understand the cause or prognosis of a disease or to assess or develop a new treatment.

**How will I find out about research findings?** The results of studies carried out in the future will not be reported to the owners of the pets directly. However, the results of studies will be published in scientific journals, so that knowledge spreads throughout the veterinary community. Details of published studies will be included on the SATH website.

**Can I withdraw my consent?** Should you wish to withdraw your pets sample after agreeing to participate please let us know by contacting the SATH reception. If you have a complaint please contact the Chair of Veterinary Ethics ([vetseth@liverpool.ac.uk](mailto:vetseth@liverpool.ac.uk)) in the first instance. If after this your complaint has not be satisfactorily resolved please contact University of Liverpool research governance office ([ethics@liverpool.ac.uk](mailto:ethics@liverpool.ac.uk)).

## **How will the University of Liverpool Small Animal Teaching Hospital use my personal information?**

The University of Liverpool Small Animal Teaching Hospital will use your personal information to keep booking records and to contact you to let you know when your next appointment is due.

We use your personal information in order to deliver our obligations to you as a user of our service.

We will share your personal information with other veterinary service providers if we need to refer you to other services that we do not offer ourselves with your consent.

**Small Animal Teaching Hospital  
Unlicensed Drugs and Off Label Use of Drugs  
Information for clients**

On arrival at the Small Animal Teaching Hospital, you will be asked to sign a Consent Form which is the legal document in which you give permission for clinical staff at this hospital to treat your pet. Section 4 of the Consent Form asks you to agree to allow the hospital to use drugs that are not currently licensed for use in pets, and this leaflet is to explain why we use these 'off-label' drugs in our treatment of patients here.

Most drugs used in the treatment of veterinary patients are licensed for use in the appropriate species. However, licensing is a costly process, and it may not be worthwhile for drug companies to license drugs which are used uncommonly. In addition, new drugs may not be licensed when first introduced. Also, some drugs may be licensed to treat one condition, but not other conditions that have been shown to benefit from treatment with the drug. For these reasons, the clinicians treating your pet may want to use drugs that are not licensed in animals, or are licensed for the treatment of other diseases, or treatment of other species. Always, the clinicians' aim is to provide the best possible treatment for the patient.

There are several categories of 'off label' drugs that we use. Here are some examples:

- **Anaesthetics which are all licensed for human use, or are licensed for use in other veterinary species.**  
We may elect to use these drugs because either there are no licensed equivalents or because we consider the drugs hold clinical advantages over licensed equivalent. Examples of drugs we use regularly in small animals during general anaesthesia include midazolam, diazepam, morphine, methadone, and others. If possible, before surgery we will discuss the use of specific drugs with you, but there may be specific medical reasons during the surgical procedure why the anaesthetist chooses to use a different drug from the ones originally planned. We may also use unlicensed drugs to ensure that patients have good pain control after surgery. In signing the consent form, you are agreeing to allow us to use any of the possible anaesthetic drugs during your pet's surgery.
- **Chemotherapy drugs are licensed for use in humans, but none of these drugs are licensed for pet species.**  
However, many have been used for decades in dogs and cats. Examples of drugs that we may use in patients with cancer include vincristine, cyclophosphamide, L-asparaginase, epirubicin, doxorubicin, actinomycin, melphalan, chlorambucil, methotrexate, cytosine arabinoside, lomustine and carboplatin. When patients are admitted for chemotherapy, the clinician will discuss the planned drug treatment with you. However, there may be specific medical reasons why the clinician chooses to use a different drug from the ones originally planned (for example, a low blood cell count), or a different dose of the drug. If possible, we will discuss any changes in the plan with you prior to administering the drug. However, in signing the consent form, you are agreeing to allow us to use the chemotherapy we think most appropriate for your pet.
- **We may use drugs that are licensed in other species to treat the condition your pet has.**  
This might be because either because there are no licensed equivalents, or because we think there are clinical advantages of using the unlicensed drug. If your pet has a rare disease, there may be no licensed product available. For example, there are no licensed drugs to treat Addison's disease, a potentially fatal hormone deficiency, so a drug licensed in humans is used.
- **If your pet has not responded well to the usual licensed treatment for a condition, then clinicians may recommend trying another drug which is not licensed.**  
For example, in severe gastric ulceration, if the patient is not responding to cimetidine, other agents (such as omeprazole may be used).

**The consent form does not include consent to involvement in any clinical trials of drugs, which would be fully discussed with you, and would be subject to separate consent.**



## Example consent form for off licence drugs

**Small Animal Teaching Hospital**  
University of Liverpool  
Leahurst  
Chester High Road  
Neston  
Wirral  
CH64 7TE

**Tel:** +44 151 795 6100 or 794 4290  
**Web:** <http://www.liv.ac.uk/sath>  
**Email:** [sath@liv.ac.uk](mailto:sath@liv.ac.uk)

### **Consent to the administration of a medicine not authorised for the particular use Proposed in the treatment of an animal.**

I am the owner of the above animal (or the owners' representative). I have been advised that the following medicines are appropriate for the treatment of the above animal.

Paracetamol, Midazolam, Loversol, Lohexol, Lidocaine, Bupivacaine

I have been informed that this medicine is not authorised (i.e. has not passed the regulatory assessments for safety, quality, and efficacy) for the particular use proposed, but that its use is justified on this occasion (both clinically and legally [1]).

I have been made aware of, and accept, that there may be unknown side-effect associated with the use of this medication in this animal, and I consent to its use.

I confirm I am over the age of 18 years of age.

Name:

Signature of owner or representative:

Date:

If acting on behalf of the owner, please state your address and relationship to them.

Address:

Relationship to Owner -

If you require a full data sheet for this medication, please ask and one will be provided.

[1] Note to owners (and owners' representative). The relevant legislation in the UK and Republic of Ireland is: UK – Veterinary Medicines Regulations RoI – European Communities (Animal Remedies) (No. 2) Regulations.



## Small Animal Teaching Hospital General Anaesthesia and Sedation Information

### What is general anaesthesia?

General anaesthesia is a state of controlled reversible unconsciousness, similar to (but not the same as) being asleep. It is used to allow us to perform surgical procedures and diagnostic tests without the patient being aware of this happening. The general anaesthesia process is as follows:

- **Premedication:** normally patients are given a premedication, this is an injection of a sedative (drug to calm them and make them sleepy) and a painkiller.
- **IV (intravenous) cannula placement:** once the patient is sedated (calm and sleepy) an IV cannula is placed into a vein, normally in one of the legs. This is why your pet will have hair clipped on their leg(s).
- **Induction:** general anaesthesia is then normally induced via an injection through this cannula directly into the vein. It takes around 30 seconds to a minute for the patient to become unconscious.
- **Endotracheal intubation:** as soon as the patient is unconscious a tube (endotracheal tube) is placed into the trachea (windpipe). This is to allow maintenance of general anaesthesia (keep them unconscious), provide oxygen and ventilate (breathe for them) if necessary.

### What is sedation?

Sedation is a state of being relaxed and 'sleepy' but not fully unconscious. Sedated patients are still aware of their surroundings but are calm and will lie still for procedures. Sedation is used for short, non-painful procedures such as X-rays, ultrasound scans and CT (computed tomography) scans. The sedation process is similar to that of a general anaesthetic however induction of general anaesthesia does not take place therefore endotracheal intubation is not required.

### How do you keep my pet safe?

You pet will be closely monitored during their general anaesthesia/sedation. We will monitor your pet's heart rate, breathing rate, temperature and blood pressure every few minutes. The heart rhythm (via ECG, a recording of the heart's electrical activity), oxygen levels (via pulse oximetry, a measurement of the amount of oxygen in the blood) and ability to breathe (via capnography, a measurement of the gases being exhaled during breathing) are monitored continuously throughout general anaesthesia and can also be monitored in sedated animals particularly if they are sick.

Once surgery or diagnostic tests are finished your pet will be recovered from their general anaesthesia / sedation and monitored until they are awake. Additional intravenous fluids or painkillers are given as needed. Sedated patients may be given an injection to reverse the effects of sedation to allow them to recover quicker.

Parameter	General anaesthesia	Sedation
Heart rate	YES	YES
Breathing rate	YES	YES
Temperature	YES	YES
Blood pressure	YES	YES
Heart rhythm (ECG)	YES	MAYBE
Breathing function (capnography)	YES	MAYBE
Oxygen levels (pulse oximetry)	YES	MAYBE

Table1 : What we monitor during your pet's anaesthetic and sedation

## What are the risks associated with general anaesthesia?

Both general anaesthesia and sedation have associated risks. The largest study looking into the risk of death associated with anaesthesia and sedation in dogs and cats was performed in 2002-2004 (20 years ago) using information from vets across the UK about 178 000 dogs and cats.

Relative risk	Definition	
<b>Very common</b>	1 in 10	10%
<b>Common</b>	1 in 100	1%
<b>Uncommon</b>	1 in 1000	0.1%
<b>Rare</b>	1 in 10,000	0.01%
<b>Very rare</b>	1 in 100,000	0.001%

**Table 2: Definition of risk**

From the study:

- In healthy dogs death is rare (1 in 1849 dogs, 0.05%)
- In healthy cats death is uncommon (1 in 895 cats, 0.11%)
- In sick dogs and cats death is common (1 in 75 dogs, 1.3%, 1 in 71 cats, 1.4%)

Health status	Definition	Example
<b>Healthy dogs and cats</b>	Animals that are otherwise healthy and are having sedation or anaesthesia for an elective procedure or have a well-controlled disease.	Well controlled heart disease, diabetes, seizures.
<b>Sick dogs and cats</b>	Animals that are unwell	Poorly controlled or uncontrolled heart disease, diabetes, seizures, extreme obesity, significant airway problems (brachycephalic obstructive airway syndrome), trauma.

**Table 3: How do we define a healthy or sick patient?**

Data from this hospital over a 5-year period (2019-23):

- In healthy dogs and cats, death is rare (1 in 2800, 0.04%, 3/8235)
- In sick cats and dogs, death is uncommon (1 in 175, 0.57%, 16/2785)

**\*\*\* For comparison anaesthetic death in healthy humans is very rare (1 in 100 000) \*\*\***

Other risks associated with anaesthesia and sedation

*Very Common (>1 in 10)*

- Hypotension (low blood pressure)
- Hypothermia (low body temperature)
- Hypoventilation (slower than normal breathing)

#### *Uncommon (<1 in 100 to 1 in 1000)*

- **Regurgitation:** fluid from the stomach comes into the oesophagus (tube from the mouth to the stomach) or mouth. This can lead to oesophagitis (pain and difficulty swallowing food). This complication is more likely in brachycephalic breeds (pugs, French bulldogs, English bulldogs), animals with gastro-intestinal disease, large dogs (>40kg) and dogs undergoing orthopaedic procedures.
- **Aspiration pneumonia:** infection in the lungs caused by inhaling fluid from the stomach. This can vary from a mild disease that requires antibiotic treatment to a severe life-threatening disease that requires intensive care and can be fatal despite treatment. This complication is more likely in animals that regurgitate under anaesthesia, animals with pre-existing respiratory disease and animals with neurological disease.
- **Arrhythmias:** abnormal heart rhythm.
- **Hypoxaemia:** low oxygen levels in the blood. This complication is more likely in animals with significant lung disease, brachycephalic breeds (pugs, French bulldogs, English bulldogs) and obese animals.
- **Corneal ulcers:** damage to the surface of the eye. This complication is more common in animals with protruding eyes such as brachycephalic breeds or animals with conditions that reduce tear production such as dry eye.

#### *Rare (<1 in 1000 to 1 in 10 000)*

- **Tracheal injury or tears:** damage to the windpipe. This is more likely to happen in cats than dogs.

#### *What is loco-regional anaesthesia?*

Loco-regional anaesthesia is used to provide pain relief for animals that are undergoing surgery or are painful from their condition. Local anaesthetic is used to block pain signals coming from the site of surgery or the affected part of the body: this will make the area feel 'numb' while the local anaesthetic is working. Your pet will still be under general anaesthesia (unconscious) if they have surgery but loco-regional anaesthesia is used to provide additional pain relief during and after surgery. Loco-regional anaesthesia can be provided in the following ways:

- **Local nerve block:** local anaesthetic is injected close to nerves (like your tooth being numbed at the dentist for fillings).
- **Epidural:** local anaesthetic is injected into the epidural space around the spinal cord (like many women have when giving birth), most commonly in the lower back.

#### *What are the risks associated with loco-regional techniques?*

- Infection
- Haemorrhage (bleeding)
- Neuropraxia (longer than expected 'numbness')

# Client Financial Information

Now an appointment has been arranged for you at the Small Animal Teaching Hospital, we would like you to know our policy regarding insurance and other financial matters.

## INSURED CASES (I.E. COVERED FOR VETERINARY FEES)

- It is your responsibility to check your policy and keep up to date with how much limit you have left.
- You **must** let your insurance company know you are being referred to the hospital, and it is well worth checking with them to make sure they will cover the particular problem your animal is experiencing, and also to find out exactly what the limit is for the condition.
- It also helps us to handle your claims if, when talking with your insurance company you allow the Small Animal Hospital permission to discuss any claims we make.
- We will need a **completed claim form** from your insurers, **signed by yourself**, to be left at the hospital **before** your animal is discharged.
- Once payment is received, if there is an amount still outstanding, e.g. an excess, we will write to you and ask for the balance. Please be aware, you are responsible for any shortfall in payment from your insurance company, **even if** you are in dispute with them about the amount.
- We claim direct from **most** insurance companies and ask that you complete your insurance form to pay vet direct. If, for any reason, you are not happy with this, you can pay in full when you collect your animal, and then claim back from the insurance company yourself.
- When you arrive at the hospital, please provide us with details of your policy, your insurance company name and policy number.
- After your animal goes home, we will forward a copy invoice to your home address so you can see what we are claiming from your insurance company.

## NON-INSURED CASES

- All non-insured clients will be required to pay a deposit of 50% or £1000, whichever is the lesser, of the initial estimate on admission.
- The amount will be based on the initial estimate which will be given to you during your consultation.
- The clinician in charge of your case will discuss costs with you during your initial consultation.
- You can elect at your consultation not to proceed with any further investigations.

**Our Finance Team will be happy to help you with any queries you might have regarding your account.**

**Please note that unless otherwise specified by the clinician in charge of your case, you will be charged for a consultation or a revisit fee *every time* you have an appointment at the hospital.**

**Please contact our reception team on 0151 795 6100 for current costs.**



## University of Liverpool Small Animal Teaching Hospital

### **Information for requesting a written prescription**

All clients with animals under our care can request a written prescription to obtain their medication from an alternative provider.

To do this please speak to the pharmacy staff who will arrange for the prescription to be handed to you or to be posted if required, or you can call the main hospital number 0151 795 6100 with your enquiry. The fee for providing a written prescription is £25 per item and the cost for a revisit examination, if appropriate, is £85.00.

If you require information regarding the price of any medication please contact us on 0151 795 6100 and this information will be provided on request. Alternatively, you can request this from the pharmacy staff if you are attending the hospital.



### **Client Information Sheet: Accepting referrals and / or the handling of aggressive animals in the hospital**

We will always try to accommodate all referral requests when possible, but when we have an animal referred with known aggressive behaviour we do have the right to refuse the referral on the grounds of staff or student safety.

If we did consider the refusal of a referral for this reason we would inform the referring veterinary surgeon or practice and advise them to seek a behavioural consultation, or at the very least, ensure that the dog is muzzle trained before attending the SATH before we could accept the referral.

If any aggressive behaviour only becomes apparent once the animal is at or in the SATH, we can also make a judgment call at this point if we want to proceed with consultation/treatment or not. Emergency treatment to alleviate suffering for the welfare of the animal will be provided as a minimum.

We can stop treatment at any point if we're concerned about staff or student safety and can send the patient back to the referring vet for referral elsewhere, or more ideally, referral to a behaviourist or for muzzle training.



## Acceptable Behaviour in the Hospital

It is important that our hospital is always a safe place to work and visit. Clients and staff must not feel threatened.

Hospital staff will always work with clients to resolve difficulties when they arise. This process is helped by a positive and calm manner from both the client and staff member. If a client displays hostile behaviour or an angry attitude this can make staff and other clients feel threatened.

In light of this the Hospital has clear procedures and a Zero Tolerance Policy on unacceptable behaviour. Such unacceptable behaviours include, but are not limited to:

- Any display of a violent temper.
- Shouting or raised voice, pointing fingers.
- Not engaging with staff positively.
- Being pushy or trying to intimidate staff.
- Hostile or aggressive behaviour.
- Threats, swearing, spitting.
- Any mention or display of any object that could be used as a weapon.

Clients will be warned if their behaviour is unacceptable and asked to stop.

Where clients do not comply, they will receive a **BEHAVIOUR WARNING** letter. Where client's behaviour is unacceptable on a subsequent occasion, they will receive a **FINAL BEHAVIOUR WARNING** and will be given notice of the withdrawal of services.

Clients will be told exactly the nature of the unacceptable behaviour.

**If any staff do feel threatened or unsafe, we reserve the right to withdraw all services and cease treatment to any patient while ensuring the patient's welfare is not impacted. Should this happen, the client will be informed in writing that we will not provide any further treatment for any animal owned by them and currently under our care or for any animal owned by the client which may be referred to us in the future.**

**We will continue to offer advice to the referring vet and will share all patient records associated with treatment provided to date.**

# Client Information Form

Dear Client,

We need to ensure that we have full and accurate details, particularly contact details, insurance and third party authorities. Please help us by completing this form and handing it to one of our Reception staff when you arrive. **PLEASE NOTE THAT IF SOMEONE IS GOING TO ACT ON YOUR BEHALF YOU WILL NEED TO COMPLETE SECTION 4 AND SIGN OVERLEAF.**

Part 1 - CLIENT DETAILS		
TITLE	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Rev <input type="checkbox"/> Other <input type="checkbox"/>	
CLIENT SURNAME		
CLIENT FIRST NAME		
MIDDLE INITIALS		
CLIENTS ANIMAL INFORMATION	Dog <input type="checkbox"/> Cat <input type="checkbox"/> Age <input type="checkbox"/>	Pets Name:
		Breed of Pet:
Part 2 - ADDRESS DETAILS		
ADDRESS LINE 1		
ADDRESS LINE 2		
TOWN/CITY		
COUNTY		
POST CODE		
Part 3 - TELEPHONE CONTACTS (Please indicate your preferred contact number by ticking in the appropriate box)		
HOME PHONE <input type="checkbox"/>		
CALL BARRING?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
WORK PHONE <input type="checkbox"/>		
MOBILE PHONE <input type="checkbox"/>		
EMAIL ADDRESS		
Part 4 – AGENT OR REPRESENTATIVE		
NAME OF PERSON AUTHORISED TO ACT ON YOUR BEHALF (e.g. Sister/Brother/family friend)	Name:	
	Relationship to client:	
THEIR PHONE NUMBER		
Part 5 - INSURANCE DETAILS		
NAME OF INSURANCE COMPANY		
NAME OF POLICY HOLDER		
POLICY NUMBER		

**IMPORTANT INFORMATION ABOUT APPOINTING AN AUTHORISED PERSON (AGENT OR REPRESENTATIVE)  
TO ACT ON YOUR BEHALF**

**What is an agent or a representative?**

An agent or representative is someone who can act on your behalf when dealing with your pet whilst it is receiving treatment at the Hospital. You can choose a person (usually a relative or family friend) to be your agent or representative.

**Things you need to consider before appointing an agent or representative**

- How long you have known the person.
- Can you trust them to always act in your best interest?
- Will they keep you informed as to what they are doing for you?

You can stop your nominated person from being your agent or representative at any time. To do this, you will need to contact the Hospital and inform us in writing.

If this happens you will need to act for yourself or appoint another representative.

**What can your agent or representative do?**

- Access information relating to your pets case.
- Act on your behalf in most matters relating to your pets case.

**IMPORTANT**

**Remember that although they are acting on your behalf, you will still be responsible for anything they authorise or do for you.**

This will include any consent for treatment/ongoing treatment/investigation and the costs associated, so it is important that you choose your representative carefully.

**What do you need to do to authorise an agent or representative to act on your behalf?**

If you wish for a person to act on your behalf, simply complete their details in PART 4 (over) and sign and date the declaration below.

\*\*\*\*\*

*I, the named client in **Part 1**, authorise the agent named in **Part 4** to act on my behalf in all matters relating to the treatment of the named pet in **Part 1** and by so authorising, create a binding agreement between the agent and myself.*

*I declare that I understand that whilst I am appointing an agent/representative to act in matters relating to the treatment of my pet, I remain fully responsible for all such matters.*

Client Signature	Name (Block Capitals)	Date

# Dietary Questionnaire