Small Animal Teaching Hospital Client Pack

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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 unlicenced 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.

Client financial information
This outlines our policy regarding insurance and other financial matters.

Requesting a written prescription
Details of how you can request a written prescription to obtain your pet’s medication from an alternative provider.

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.
I am the owner* or agent*, 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
We reserve the right to change our terms and conditions.

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 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) 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).

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.
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.
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 £13.21 per item and the cost for a revisit examination, if appropriate, is £74.89.

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.
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 READ AND SIGN THE FORM FOR APPOINTING AN AGENT OR REPRESENTATIVE AND COMPLETE SECTION 4 BELOW.**

<table>
<thead>
<tr>
<th>Part 1 - CLIENT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Client First Name</td>
</tr>
<tr>
<td>Client Surname</td>
</tr>
<tr>
<td>Middle name or initial</td>
</tr>
<tr>
<td>Animal Information</td>
</tr>
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<td></td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Part 2 - ADDRESS DETAILS</th>
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</thead>
<tbody>
<tr>
<td>Address Line 1</td>
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<tr>
<td>Address Line 2</td>
</tr>
<tr>
<td>Town / City</td>
</tr>
<tr>
<td>County</td>
</tr>
<tr>
<td>Post Code</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part 3 - TELEPHONE CONTACTS (Please indicate your preferred contact number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone Number</td>
</tr>
<tr>
<td>Do you have call barring?</td>
</tr>
<tr>
<td>Mobile Phone</td>
</tr>
<tr>
<td>Alternative contact number</td>
</tr>
<tr>
<td>Email Address</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part 4 – AGENT OR REPRESENTATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of person authorised to act on your behalf. (e.g., Sister/Brother/family friend)</td>
</tr>
<tr>
<td>Representatives phone number</td>
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</tbody>
</table>

<table>
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<tr>
<th>Part 5 - INSURANCE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Insurance Company</td>
</tr>
<tr>
<td>Name of Policy Holder</td>
</tr>
<tr>
<td>Policy Number</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Client Signature</th>
<th>Name (Block Capitals)</th>
<th>Date</th>
</tr>
</thead>
</table>
**Dietary Questionnaire**

To help us improve the care your pet receives whilst they stay with us at the Small Animal Teaching Hospital we would appreciate it if you could take a few minutes to complete this questionnaire.

Please complete this prior to your appointment and hand it to reception when you arrive.

Owner’s Name ____________________________  Pet's Name ____________________________

Breed ____________________________  Age ____________________________

Please circle the appropriate answer below:

- **Sex**
  - M/F

- **Neutered**
  - Y/N

- **How active is your pet normally?**
  - Very active ☐
  - Moderately active ☐
  - Not very active ☐

- **How would you describe your pet’s weight?**
  - Overweight ☐
  - Ideal weight ☐
  - Underweight ☐

- **Where does your pet spend most of the time?**
  - Indoors ☐
  - Outside ☐
  - Both ☐

Please list below the brands and product names and the amount of ALL food, (including treats, snacks etc) that your pet currently eats, including food you use to administer medication, and list any commands you use to encourage feeding (eg "go on" or stroking) See example below.

<table>
<thead>
<tr>
<th>Food</th>
<th>Dry/Tinned/Other</th>
<th>Amount *</th>
<th>Frequency</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chappie Original</td>
<td>Tinned</td>
<td>412g</td>
<td>Twice Daily</td>
<td>&quot;Food time&quot;</td>
</tr>
</tbody>
</table>

* if you feed tins please state how big the tins are, or if you feed dry please state/estimate how many grammes you use.

Whilst the hospital stocks most diets, if you feed your pet a special or uncommon diet please ensure you bring some with you.

PLEASE NOTE: Due to the hospital infection control policy, we are unable to accept RAW diets into the hospital.

Your pet will be fed a suitable alternative, complete balanced diet, whilst they are hospitalised with us.