



# The Liphook Equine Hospital

**Forest Mere, Liphook, Hants GU30 7JG**

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## **Notes for Owners of In-patients**

These notes are intended to help you understand the daily routine whilst your horse is an in-patient at the Hospital. Please read them when you get home; we hope that they will answer most of your queries but we would be happy to answer any specific questions you may think of later.

Whilst the routine for your horse may be different from at home, experience shows us that the majority soon feel settled and “at home” and happily become one of our herd. It is our aim that not only should their veterinary care be first class but also that their nursing and management should be too. Our General Yard Manager, Elizabeth Rabinowitz, and her team of nursing grooms will do all they can to ensure the success of your horse's stay with us.

## **Passports**

With current legislation, all horses should have a passport. Please bring it along with you so that it can be verified on admission.

While we will not decline treatment of your horse if the passport is unavailable, we will treat your horse as though you have agreed that it will not be used for human consumption. It will be your responsibility to complete the passport, when it becomes available, to this effect.

## **Visiting**

You are welcome to visit your horse during its stay at the Hospital, between 1000 and 1730.

We ask that you do not visit outside these times as it may interfere with ward rounds, feeding, rest periods, medication or treatment of other horses. For security reasons no visitors are allowed on the premises after 1730 except in an emergency or with prior consent. The premises are under surveillance throughout the night, and we have resident staff in the Hospital.

Please do not feed or walk out your horse without the prior approval of its attending nurse. For safety reasons do not enter any stable which has a radioactive warning sign on the door.

Your horse's medical details are of course confidential. Please respect the confidentiality and privacy of the other owners and their horses.

Children and dogs present a very real threat to the safety of both themselves and our in-patients. For this reason dogs are not allowed out of your vehicles under any circumstances and we ask that all children be kept under strict control. Although your children may be used to handling horses at home, experience suggests that in a busy, strange environment both children and horses behave differently and, although we fully understand the reasons why children visit their horses, experience shows that uncontrolled young visitors are at particular risk.

### Daily Update

Please feel that you are welcome to telephone to enquire about your horse's condition and progress. It is usually more convenient if you telephone after mid-morning by which time any daily checks and dressings will have been carried out and horse reassessed at the Surgeons' morning ward round.

The office is open 0800 to 1730 Monday to Friday and 0830 to 1230 on Saturdays.

As well as the specific veterinary and nursing treatments that your horse will receive all our in-patients are reassessed twice a day during the Surgeons' ward rounds. There are also regular checks throughout the night by the night duty nurse.

The Veterinary Surgeon in charge of your horse will welcome the chance of discussing the progress with you but please understand that they may not be able to leave another horse immediately you telephone or visit. However, we will return your telephone calls. Our House Surgeon, Yard Manager or Nurses are usually available to answer any questions that you may have.

### Insurance

It is the responsibility of you, the owner to notify the insurance company that the horse is undergoing treatment. As the requirements of the various companies differ please ensure that you keep your insurance company up to date and that you comply with their requirements. This is of particular importance if non-emergency general anaesthesia is to take place. Note that one company, E & L, require that they are notified before even an emergency admission!

### Discharge

We will keep in touch with you to give you prior warning of the likely day that your horse will be ready for discharge. Please tell us in advance of your expected arrival time to take your horse home so that we may prepare it for discharge. On the day of discharge please arrange to collect your horse before 1700 but preferably between 1000 - 1300. A written discharge note will accompany your horse and will tell you what medicines, dressings and re-examinations are required. There will be an opportunity at the time of discharge to discuss these details with your horse's nurse.

### Payment

Payment for all your horse's treatment and medication during its stay at the Hospital is due at the time of discharge, unless you already have an authorised account as a first opinion client. ***We ask that all referred clients settle their account at the time of collection of their horse.*** The Accounts Department should be able to tell you the likely total figure by the morning of discharge and payment may be made either by cheque, credit card or cash.

Unless prior written arrangements have been agreed with the Partners, payment for referred clients is required at the time of discharge. Please note that the role of the insurance company is to reimburse you for fees paid to us, for treatment. If you have any difficulty with this please telephone the Accounts Department in advance.

### General

Should you have any reason to feel concerned or unhappy please bring this immediately to the attention of the House Surgeon or the attending Veterinary Surgeon. If neither are available please leave a message at the Reception and we will contact you as soon as possible.

Most importantly, we all hope that your horse's stay at the Hospital is successful. You may rest assured that we will do all that we can to ensure this.