

# ANIMAL MEDICAL CENTRE REFERRAL SERVICES

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amreferrals.com

Dear Colleague,

It is a great help if you can give your clients one of our information packs when you refer them. These packs include general referral information, a registration form and directions to either our Yorkshire or Manchester sites. When given in advance like this, clients have time to read and complete the necessary details before their appointment.

If you require information packs we can fax or post copies to you and they are available complete or as individual components on the Manchester and Yorkshire pages of our website (<http://www.amreferrals.com/>).

To make a referral please contact us by phone, fax or mail. We will require written details of the owner, animal, condition, your name and your practice details before the consultation, preferably printed at 10 point or larger font size using an inkjet or laser printer to ensure legibility and to help avoid misinterpretation. Please also remember to send copies of all relevant lab reports, radiographs etc.

To ensure that clients have been referred we issue you a "referral number" for clients to quote when they contact us to arrange an appointment. When the client makes an appointment they will be reminded to check they have an information pack and requested to complete the registration form fully in advance of arriving at the surgery to avoid delays at reception.

Please note that due to streamline our payment system we no longer accept personal or business cheques. Payments may however be made with cash, a building society cheque and using Mastercard or Visa credit and debit cards.

As insurance contracts are between the client and the insurer, insurers are under no obligation to pay a third party for treatment, and there is often insufficient time to obtain pre-authorisations, we are not always able to make direct claims. Should this be important to the client, they should contact us well in advance so that we can try to make the necessary arrangements for them. If it is your normal practice to make direct claims on behalf of a client, we will be happy to invoice your practice so that you can make the appropriate claim on behalf of your client, but we will require your written authority for this.

Please contact us if you have any queries.

Yours faithfully,

*P Boydell and R Pike*

# Referring a case to the Animal Medical Centre

## To make an appointment

- Please telephone, or get one of your staff to phone or fax us the following information :
  - i. Your name*
  - ii. The name/title of your practice, its address, phone and fax numbers*
  - iii. Details of the animal and owner*
  - iv. A detailed but succinct outline of the case details.*
- Our referral secretary will issue a referral number to be passed on to the clients once we have the case details.
- The referral number is used to ensure that clients have actually been referred when they contact us to make an appointment.
- Alternatively your practice can arrange the appointment on behalf of your client.

## Referral letters

- Whenever possible please print all correspondence using a clear typeface of at least 10 point in size to ensure legibility.
- The referral letter can be faxed as the first stage of initiating a referral.
- A referral letter should contain the following information:
  - v. Your contact details including name, address, phone and fax numbers, preferably using a practice letterhead. Please indicate which branch if there is more than one.*
  - vi. A concise summary of the history and clinical finding, plus any other important information*
- Please ensure that the referring vet's name is printed in the letter (signatures can be difficult!).
- Please also clearly specify the reason for referral.
- Please send ALL relevant material (ECG, Xrays, lab reports, etc). These may be delivered with your client or sent by courier in advance. This is an important aid in the diagnostic workup and may avoid unnecessary repetition of tests.
- NOTE: A separate referral letter is especially important when sending a copy of computerised records as these are frequently incomplete or confusing.

## Client information

- Please provide your client with a copy of the AMC Referral Information Pack. This includes:
  - i. A registration form (to be completed by the client prior to arrival at the clinic)*
  - ii. A client information sheet*
  - iii. A directions sheet with directions to either the Manchester or Yorkshire centres*
- Please inform your clients that we are unable to offer medical advice prior to consultation.
- Please inform the client that fees are to be paid at the time of examination/treatment. If the patient is admitted for any diagnostic or therapeutic procedure the client will be asked to leave a deposit; this also applies in the case of emergencies.

## Notes

- i. We welcome follow-up on case progress from yourself and/or clients. Where appropriate ongoing telephone advice may be possible.*
- ii. It may be better not to offer your client a definitive diagnosis as the problem may prove to be something else and it can then be difficult to explain to your client!*
- iii. Similarly avoid suggesting that any specific tests or surgery will be done, use of "qualifiers" (may, possibly, could) is always a good idea!*
- iv. Diagnostic tests and any treatment will be tailored to the individual animal and its condition.*
- v. Please ensure that clients are informed that their pet may be kept in the hospital for a period of time to allow investigation and procedures to be performed.*
- vi. Please note that the Animal Medical Centre Referral Service provides twenty four hour emergency cover at all times.*