

Treating pets since 1888



Inpatient Care Information Sheet

Thank you for entrusting the care of your pet to Willett House. Rest assured we provide a gold standard of inpatient care by having a Veterinary Surgeon and Veterinary Nurse on site 24 hours a day, through our collaboration with Vets Now – the UK's leading pet emergency service.

During the day (8am-9.30pm Mon-Fri, 8am-5pm Sat and 10am-4pm on Sun) your pet will be cared for by the Willett House Clinical Team. Outside of these hours your pet's care will be managed by Vets Now. Your pet will remain at our Staines site at all times and Vets Now have access to your pet's clinical records should they need to check on any previous clinical care provided to your pet.

To ensure continuity of care your pet's clinical condition will be discussed prior to Vets Now taking over the care of your pet each night during a handover meeting (9.30pm Weekdays, 5pm Saturday, 4pm Sunday). At this time, a plan is made for your pet's overnight care and a decision made whether your pet's condition is deemed either stable (no expected deterioration in condition) or unstable (potential or expected deterioration in condition without ongoing clinical intervention). You will be informed by a Willett House Staff member the level of care your pet will require overnight:

Stable Inpatients are checked and medicated by Vets Now according to the treatment plan laid out by Willett House. Stable patients are routinely checked through the night and any medications given as required. You will be updated about your pet prior to the 9.30pm handover and then by 10am the following morning by either the attending vet or inpatient nurse, under the attending vet's direction. The fees levied for the hospitalisation and treatment of stable inpatients are charged by and payable to Willett House Veterinary Surgeons. Phone updates are available through the night should you request them.

Unstable Inpatients are transferred to Vets Now at handover so they can manage your pet appropriately, due to your pet's need for either continual reassessment, complex treatment plan or need for surgery. At this time Vets Now will contact you to discuss their plan for the overnight management of your pet. They will update you as needed through the night and then prior to your pet's handover back to Willett House. Vets Now are a separate company and they will levy their own fees for their hospitalisation and treatment plan which is payable to them the following morning. Willett House will continue to charge for their hospitalisation and care which falls outside the treatment period of Vets Now.

There can be instances where a stable patient may become unstable and if this occurs then Vets Now will contact you overnight to discuss the treatment required by your pet and the associated costs.

In the morning a second handover meeting is carried out where our staff are updated on your pet's progress overnight and at this point your pet's care is transferred back to Willett House. Your pet will be reexamined by the duty vet and a plan formulated for the day. At 9.30am all our vets participate in inpatient rounds (-just like a human hospital) where we evaluate the daily plan as a team.

You will be updated on your pet's progress regularly throughout the day; usually between 8am&9am, late morning, mid-afternoon and before we handover to Vets Now in the evening. However, we understand leaving your beloved pet as an inpatient is stressful; should you have any questions, concerns or even require some clarification on a point that has already been discussed **please do not hesitate** to contact us on 01784 452048. We want your pet's stay to be as stress free for you as possible.

NB: Please ensure you receive an update of your pet's inpatient care costs on a daily basis.

Addlestone	T: 01932 846223	Stanwell	T: 01784 601355	Feltham	T: 020 8890 4066	Sunbury	T: 01932 750555
Hampton	T: 020 8941 8791	Laleham	T: 01784 456362	Staines	T: 01784 452048	Egham	T: 01784 601102