

Cater Veterinary Practice

VetsNow – Out Of Hours Emergency Service - Frequently Asked Questions

Q Where is VetsNow?

A VetsNow will be operating from 110 Abergele Road, Colwyn Bay.

PLEASE NOTE:- VetsNow is NOT Prospect House. It is a completely separate organisation with its own, independent Vets, Vet Nurses and support staff. (*Prospect House will be using the VetsNow service in exactly the same way as other vet practices in the area.*)

Q What happens to my pet if VetsNow have admitted/kept him/her at their clinic overnight?

A You will need to collect your pet from Vets Now by 8am and bring him/her to us after 8am. (In exceptional circumstances we may be able to collect your pet but we cannot guarantee this.) There is also a private local “Pet Porter” service which may be helpful.

Q If my pet is hospitalised at the Practice, will he/she be sent to VetsNow when they open?

A Depending on the case, the hospitalised case may remain at our Practice or be transferred. This will depend on the clinical situation. Continuous overnight medication/monitoring may be required which we cannot provide.

Q How will my usual Practice know what medical/surgical procedures have been done at VetsNow regarding my pet?

A VetsNow will FAX all relevant details and notes to our Practice before 9am the following morning (or Monday morning if at a weekend) so we can add these to our records.

Q My pet has just been operated on at the Practice – what happens if post-operative treatment is required eg that night? Or I need advice?

A VetsNow have fully trained veterinary staff who are used to these situations and they will provide this back-up.

Q Will the weekend Open Surgeries still run?

A Yes, our registered clients are welcome to attend our Craig-y-Don Saturday morning (9.30 – 10.30am) surgery, and the Llandudno Junction Saturday afternoon (4-5pm) surgery. The phone will be switched to VetsNow at 12 noon on the Saturday.

Q Will the cost of Out-of-Hours treatment increase?

A Yes, inevitably. VetsNow a dedicated, out-of-hours only, emergency service. This should and, we are convinced, will be a better service than we can currently provide, justifying (moderately) higher fees.

Q Will I pay my usual Practice or VetsNow?

A All veterinary work done by VetsNow will be invoiced by them and they will expect payment at time of treatment.

Q I am a PDSA PETAID client – what do I do in an emergency situation?

A You can use the VetsNow service as any other client. Basic treatment will be covered by the Scheme, as it is through our Practice – for a voluntary contribution. However the OUT-OF-HOURS FEE will be YOUR LIABILITY and you will need to pay VetsNow for this.

Q I am registered at the RSPCA Clinic in Llandudno Junction. What arrangements have been made for Clinic/Mobile patients?

A Emergency cases can be seen at VetsNow if necessary. Some of the cost may be covered by the local RSPCA branch up to an agreed maximum. VetsNow will advise accordingly, and will always give fee estimates. As a national company they are used to working with the charities.

Q How can I find out more about VetsNow?

A Perhaps the best way is to visit www.vets-now.com but please feel free to ask us for any information. VetsNow leaflets are also available from our Practice.

VetsNow costs will be covered by Pet Health Insurance policies according to their terms and conditions. Clients are reminded to review their need for insurance cover.