

## CHARITY SUPPORT

### Why Us

VetFix offer a secondary referral and mobile orthopaedic service providing affordable veterinary surgical care. We work from individual primary practices across the south and west of England and from our base site in Bournemouth. Andy Morris, company director, worked for several animal charities for many years and still maintains a strong connection with this sector. At VetFix our philosophy is to try to help where we can. In order to offer a discounted service we need to take referrals at our base site in Bournemouth. We have excellent facilities at Natterjacks Vet. The clinic can be found on Christchurch Road, please always contact VetFix prior to arrival at the clinic. Further details on how to find us can be found on our website:

[www.vetfix.co.uk](http://www.vetfix.co.uk)

**Discounted Service:** We are able to offer extremely competitive rates to charities that register with VetFix. Our priority is to find a solution that works for each individual patient. Please contact us to discuss a case and to see if we can help.

**Client satisfaction and patient care:** Clients are delighted to have their pets treated at VetFix. As pet owners ourselves, we always put the patient first. Our fees are agreed in advance. This allows accurate quoting for procedures with no nasty surprises for clients!

**Direct Insurance Claims / Low cost finance:** We have to cover our costs and protect the future of the business by ensuring our discounted fees are met. By prior arrangement we can do direct claims for insurance and also advise on low cost finance options. This would be done on a case by case basis.

### How it works

The best way to get the ball rolling is to send us an email:

[info@vetfix.co.uk](mailto:info@vetfix.co.uk)

We aim to respond to all urgent emails within 3 hours. We can then give you an idea of how we can assist.

Please note! This email is for veterinary practitioners and charity directors only. If you are a pet owner please get in touch with your local vet or charity first. They can then organise a referral to VetFix if this is appropriate. We are not a first opinion outfit and cannot respond to direct enquires from members

For routine procedures we offer post-operative care sheets that are available to download from our website:

[www.vetfix.co.uk/care-sheets](http://www.vetfix.co.uk/care-sheets)

### What we need from you

We appreciate the hectic workloads in general practice or at a charity but ideally referral should be initiated by a vet rather than another staff member. There are often aspects of cases that benefit from this direct communication. An email is often the most practical means of initial communication. If possible, please attach clinical notes and radiographs. We are happy to organize a time to discuss a case over the phone if necessary.

A note on cruciate disease! We often perform TTA surgery for cruciate disease management. If you suspect a case may be referred for CCL surgery with us it is useful to perform a lateral radiograph with the stifle extended to a normal weight-bearing angle (normally around 135 degrees). Don't worry if you forget, we can always do it on the day.

We have had great testimonials from practices we work with but we always value feedback on our service. Please tell us how we can make our service work better for your practice.