



## GENERAL INFORMATION ABOUT YOUR FIRST VISIT TO US

### WELCOME!

Thank you for choosing Cat's Whiskers Veterinary Clinic. We promise to deliver the finest medical treatment available for cats as well as the highest level of service to you, our newest client. Whether you are interested in routine preventative healthcare or advanced medical and surgical treatment options, we aim to meet your needs in a small, friendly and caring environment, with a personal touch.

#### 1. When you arrive at Cat's Whiskers

On your first visit to our clinic, you will be welcomed as a member of our growing Cat's Whiskers family, and our Practice Manager, Kelly or our Senior Feline Adviser, Julie will greet you and your cat with a warm smile. You will be able to enjoy refreshments while relaxing in our calm and comfortable waiting room. You can also rest assured that your cat will not be disturbed by an inquisitive dog's nose sniffing the cat carrier or disturbing the peace with barking. Your children will be well entertained by our selection of children's books. Children and family members are very welcome to accompany you and your cat on your visit.

If we have not already taken details from you over the phone or you have not completed and submitted our Online Registration form on our website, you may be asked to complete a Client Registration Form which will help us gain some information about your cat, and enable us to keep accurate records. If you are just about to fill out our Online Registration form, please include as much information as possible as this will help to make sure your first visit will run as smoothly as possible.

#### 2. The Consultation

Our Veterinary Surgeon, Amanda will take you and your cat through to our Consulting Room, where she will listen to your concerns and ask you some specific questions about your cat's recent activities, behaviour and habits. The time spent during this discussion not only aids in gaining useful information but also allows sufficient time for your cat to relax and settle in before being examined. We diffuse a synthetic cat facial pheromone (Feliway®) throughout our clinic. This will help your cat to settle more quickly by reassuring them that this is a familiar territory, rather than one they are visiting for the first time.

After we have spoken with you about your cats' condition and medical history, your cat will have a full health examination. If your cat has a condition which requires further testing, such as blood work, blood pressure measurement, x-ray or ultrasound, we can perform these services here at the clinic, usually at the time of the appointment. It is preferable for these tests to be carried out on a cat that has been fasted for 6 hours, we therefore ask you not to feed your cat for a few hours prior to the appointment.

#### 3. Treatment

Treatment may include prescribing medications, vaccinations or other injections and in some circumstances surgery. If your cat requires surgical or dental procedures, these are carried out under general anaesthetic and require hospitalisation for the day. We will make arrangements for the procedure to be carried out on a day that is convenient for you (Monday to Friday). You will be given an advice sheet detailing pre and post op care. All treatments and procedures will only be carried out with your informed consent and after an estimate of costs has been discussed. Whether your cat needs to be hospitalised for a day or more, rest assured that he or she will be looked after with the upmost care and attention by all members of the team. Our Cat Care Assistant, Rosemary will give them lots of TLC during their stay - tending to their needs, playing with the kittens and grooming the adult cats. Once all the examinations, investigations and treatments have been performed our Veterinary Surgeon, Amanda, or our Senior Feline Adviser, Julie, will give you a report of findings and treatment. We will give you client information handouts to take with you if appropriate and will also make recommendations for your cat to remain in tip-top condition.

#### 4. At the end of your appointment

Once you are back in the reception area, our Practice Manager, Kelly or our Senior Feline Adviser, Julie will book in any follow-up appointments at times convenient for you. We will also take a few minutes to go through your new client pack with you and discuss any questions you might have relating to your visit.

You will be given a breakdown of the treatment costs which will be discussed with you. In order to keep our costs of providing services to you as low as possible, we ask that payment is made at the end of your appointment. We accept cash, cheques (with valid guarantee card) and debit/ credit cards (except American Express). If your cat is insured for veterinary treatment, we ask that you bring in an insurance claim form with you which we will fill in and submit free of charge, for reimbursement to you. We do ask, however, that payment is made at the time.

#### 5. Ongoing Client Care

Lastly, we provide a 24 hour emergency service and are always at the end of the phone or by email if you have any questions relating to your visit or ongoing care for your cat. We are here to help you provide the best possible care for your cat.

We look forward to meeting you and your cat(s) soon.

Amanda, Kelly, Julie and Rosemary