

INFORMATION FOR NEW SMALL ANIMAL CLIENTS

Welcome to Shetland Vets

Thank you for registering with us. This leaflet gives general information about our practice, but please phone us if you have further questions. Our website www.shetlandvets.co.uk has more information on opening hours and includes profiles of our staff. We also have a face book page, which is updated every week.

APPOINTMENTS

Animals are seen by appointment only. We consult in each surgery daily Mon – Sat (Mon- Fri at Lerwick) , Bixter and Scalloway surgery also has several routine operating days every week. Both surgeries are fully equipped for operating. We don't send accounts for pets' treatment – so please be ready to pay on the day with cash or card.

REPEAT PRESCRIPTIONS

Repeat prescriptions should be ordered at least one day in advance. Veterinary Medicines Regulations are now similar to those at your Doctor, so need to be checked by a Vet or Vet Nurse. If you come to the surgery without calling first, you may have a long wait, or we might not be able to dispense if the Vet is out on calls. Your pet also needs to be re-examined at least once every 3 months.

OUT OF HOURS SERVICE

Our telephone is answered at Bixter and Scalloway 8.30 – 5.30 on weekdays and 9 – 3 on Saturdays. Lerwick is open Monday to Friday 9.00-2.00 (2.00-6.00 on Thursdays) In case of emergency, you can contact the Vet out with surgery hours via our Answering Service – 01223849758. The answering machine at the surgery also gives this number. The person who answers takes full details and the vet on call will phone you back, usually within 5 to 10 minutes. The vet will usually arrange to meet you at one of our surgeries. House visits are only carried out in exceptional circumstances, since we need all the drugs and equipment which are on hand at the surgery.

PET INSURANCE

Pet Insurance is popular with many of our clients, and one of our nurses can complete and submit your claim, once treatment is finished and your account with us has been settled. Some clients find it convenient to pay with a credit card, and then they usually receive their insurance money before the credit card bill is due.