



Veterinary
Specialists

Remote Consultations

Remote consultations at DWR Veterinary Specialists are available in all of our service disciplines and allow clients to speak to a clinician without the time and cost of attending onsite at our hospital.

These remote consultations will be with a clinician in the discipline you refer to and be the same structure as an in-person consultation in that the clinician will talk through the clinical history and owner concerns with regards to their pet. Then discuss the options for the next steps, most likely to include a diagnostic plan for the patient as well as treatment options. At this point we will discuss what could be done locally (for example routine blood work or trial treatment) as well as being able to discuss the options for referral investigation and admission.

The multidisciplinary nature of our hospital allows our teams to have the support from diagnostic imaging, anaesthesia, surgery, dentistry, ophthalmology, oncology and clinical/anatomical pathology specialists among others to refer to following this remote consultation. This ensures we can provide the best diagnostic approach and achieve a diagnosis often before the patient even steps foot in our hospital. Additionally, we have advanced imaging such as CT, MRI, endoscopy and fluoroscopy.



What is the benefit of a remote consultation?

This service is an ideal first step for pet owners who don't have the time or ability to get to us; can't attend during working hours or live a considerable distance away. It allows our clinicians to ascertain the extent of the issue and make a plan for the next steps.

This process can also help to speed up your referral, helping owners to understand the referral process and it could shorten the hospitalisation time due being able to agree and plan investigations in advance.



How does it work?

You can indicate on your online referral form that your client would like a remote consultation in the first instance. Our Client Care team will call your client to arrange a time that is convenient to them. They will have this remote consultation with a clinician in the relevant discipline, it will last around an hour either over the phone or as a video call, we will discuss what suits the client best.

During the consultation our clinician will be able to talk to the client in the same way they would in person about their pet's symptoms and their concerns. The diagnostic process will be able to start and a plan for what happens next, which could be them bringing their pet into us for tests and treatment or it could be to go back to you for further blood work for example. We will write you a full referral letter as we would if we had seen them for an onsite appointment, so you have all the information needed to work together with us for the best outcome the patient.

What is the cost?

An initial remote consultation and subsequent admission to the hospital is charged the same as a traditional consultation fee. The remote consultation fee is £270 with an additional

How to refer



For routine surgical cases simply fill in the form online

Or call us on **01638 572012**

To meet our teams, visit:
dickwhitereferrals.com/about-us/meet-the-team/veterinary-surgeons

admission fee should they attend DWR for further investigations, treatment and care, an estimate for further treatment will be discussed at this initial consultation.

Please note: We are unable to offer remote consultations in emergency situations although we are always happy to talk with you about these cases and to discuss ways we can help your client and their pets.

For more information, get in touch

T 01638 572012

dwr.vet



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