



ONCOVET REFERRAL CHART

1. We are an exclusive referral centre, and we do not accept first opinion consultations without the agreement of the referring veterinarian (except in case of emergency),
2. We will make the first contact with your client within one working day after you have notified us of the referral via the referral form available on www.oncovet.fr.
3. For urgent cases, and during opening hours, we undertake to reply immediately or within one hour at the latest - we will do our best to ensure that this is done by the veterinarian concerned, but this may sometimes be a member of our administrative team.
4. We will provide your client with all the necessary information regarding the referral, including costs, no later than the day of consultation. To do this we require all the medical informations relating to the case, and a summary of why the case is being referred to us before the animal is examined.
5. If we recommend a different treatment from the one planned when the case was referred to us, this will be done in a tactful and professional manner, and will include a discussion with you to determine if this is possible or appropriate.
6. We will contact the client after the procedure or surgery by phone or text message to let them know how things are progressing.
7. Upon discharge, all written advice given to the client will be sent to you by email, and will include information about the discharge, medication treatment, next appointment, results of further tests (imaging, biological analyses etc...).
8. A full report of our interventions will be sent to you within four working days (by post or e-mail).