



# Veterinary Specialists of Sydney

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## Referral Guide

Thank you for choosing Veterinary Specialists of Sydney (VSOS). Our goal is to help you provide high-quality, affordable and convenient *specialist care within your veterinary practice*. This is a basic guide for how our mobile surgical services work.

### Contacting VSOS:

- ❖ The nurse, receptionist or veterinarian may call or email us to book the surgery. We will find a date and time that is mutually convenient. !
- ❖ We are available to discuss cases over the phone, email, or through a consult form on our website (this form can also be printed and faxed.) *This service is offered at no cost to you or the client.*
- ❖ Please include any radiographs, blood work and medical records as appropriate through email, fax, or snail mail so that we can provide you with a thorough recommendation. !

### Consultations:

- ❖ If your client would like to move forward with surgery without an in-person consultation we will contact them on the phone pre-operatively. *No fee* will be charged for a pre-operative phone consultation with the owner.
- ❖ If your client would like a pre-operative in-person consultation we are happy to provide this at your clinic for a consult fee. To encourage efficiency, if your client plans to proceed with surgery on the same day as the formal consultation we will **discount the consultation fee by 50%** (for this surgery must be scheduled at the same time as the consult) If however, surgery is scheduled for a later date, or not performed, our standard consultation fee applies.

Videos are available on our website describing several of our routine procedures.





## Referral Guide (cont..)

### On the day of Surgery:

- ❖ On the day of surgery have your client sign your hospital consent form and the **VSOS Surgical Consent form** (forwarded to you via email or fax at the time of booking, or available on our website). An early morning drop-off is preferred to encourage efficiency.
- ❖ Within one hour of the time surgery is scheduled, we will call you to confirm our estimated time of arrival. We request that if the animal is having surgery, that it is anesthetized and being prepped for surgery upon our arrival.
- ❖ You and/or your nurses will perform anesthesia, provide peri-operative and post-operative medications. We can perform epidurals or other local blocks as requested.
- ❖ For general soft tissue and orthopaedic procedures, we recommend Cephazolin (20mg/kg, IV) to be administered 30-60 minutes prior to the surgical incision and then every 2 hours intra-operatively. Post-operative Cephazolin can be given (20mg/kg) IV q 8 hours for surgical prophylaxis.
- ❖ After the surgery is complete, we will round you on the intra-operative findings and expected outcome as well as call the owner.
- ❖ We will provide comprehensive discharge instructions pertaining to the surgical recovery for both you and the owner. We will also provide you with a surgical report and an invoice. These items can be emailed or printed, whichever your preference is.





## Referral Guide FAQ

### ❖ What diagnostics would you recommend?

- Pre-anesthetic blood work is strongly advised within 2-4 weeks of surgery depending on the clinical problem.
- Pre-surgical (and post-surgical X-rays) as indicated. See our information sheet on pre-surgical X-rays we are happy to provide assistance and/or training on how to position for these radiographs.

### ❖ How does VSOS handle billing?

- VSOS will charge your hospital for the surgery (similar to a pathology service.) We will provide you with our cost estimate at the time of booking. Our estimate will be inclusive of all our fees including a consultation fee (if owners opted for an in-person consultation) and implants. You should provide a full estimate to the owner. This should include a line-item for the VSOS surgical charges plus your charges for hospitalization, anesthesia, radiology, medication, etc. You will collect all the fees from the owner.
- We will provide your hospital with a price list covering all the procedures we provide. Some estimates will have a range, as they will be case dependent.
- The first time your hospital uses VSOS, your practice manager will fill out a standard form that outlines VSOS payment terms.

### ❖ What happens post-operatively?

- The pet will remain under the care of your hospital post-operatively. We are happy to guide you and support you throughout the recovery process as needed, and to be contacted at anytime with questions or follow-up about a case.
- In the event of a complication we will work with you and the pet-owner to ensure a successful resolution. Costs will depend on the nature and type of complication.





## Referral Guide FAQ (cont..)

- ❖ **Are there any special considerations for total hip replacements (THR)?**
  - Yes. Any potential total hip replacements will need an in-person consultation with the pet and owner pre-operatively. Also note that we will only be able to provide this surgery at select locations due to the strict sterilization procedures and space that is required to preform this procedure (see separate page on our website).
  
- ❖ **What is an ACVS board certified surgeon?**
  - An ACVS veterinary surgeon has undergone additional training after veterinary school in order to become a specialist. This training consists of a minimum of a 1-year internship followed by a 3-year residency program that meets guidelines established by the American College of Veterinary Surgeons (ACVS). During the residency there are specific training and caseload requirements that must be met. In addition to these requirements, applicants must perform research that is published in a scientific journal and then pass a rigorous examination.

