



Case Referral Checklist

To refer a case, please follow these basic steps:

- Use our referral form for submission of all new cases. This can be found under the 'Refer a Case' section on our website.
- Hayley or Libby will forward your request to one of our surgeons for assessment and arrange appointments/surgery dates directly with yourselves via email.
- Hayley and Libby are available by phone on 07469 969000 or by email at info@ratavetsurgery.co.uk for any further enquiries.

Once a surgery date has been confirmed please follow these steps:

- Print the Rata pre-surgery check-list and appropriate client information sheet before the date of the appointment, where possible, and give this to the client to read and sign. Please note our Rata pre-surgery check-list is required in addition to your own consent form.
- If an operation is not booked as an acute procedure, please carry out a general health check 48-72 hours before surgery, with a particular emphasis on the presence of pyoderma or gastrointestinal problems.
- If pre-approval of an insurance claim is required, please ensure this is completed before confirming the surgery.
- If you have booked a provisional surgery, this date will be held for 7 days before release to other clients.
- If you are running pre-operative blood tests, please ensure these are done on a day prior to surgery.
- Please ensure no 'dirty' procedures, such as dental treatments, are booked in on the day of surgery.
- On the day of surgery, if a Rata surgeon is not admitting the patient, please ensure the Rata pre-surgery check-list is completed fully and signed.