

Veterinary Physiotherapy Referral Form

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Owner & Patient Details

Owner's Name:

Phone Number: E-mail:

Address:

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Animal Name: Age:

Breed: Sex: M ☐ F ☐

Species: Neutered: Y ☐ N ☐

I declare that I am the legal owner of this animal and the details provided are correct. I confirm I have read and agree to the terms and conditions and privacy policy stated.

Owner Name Signature Date

(To be completed by the veterinary practice)

Veterinary Details

Veterinary Surgeon:

Veterinary Practice:

Veterinary Practice Address:

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Phone Number: E-mail:

Summary of Presenting Complaint *(please include details of injury and medications)*:

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Previous Medical History *(inc. other medical conditions)*:

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I consent to this animal receiving physiotherapy: YES ☐ NO ☐

Veterinarian Name Signature Date

Terms and Conditions:

Optimum Veterinary Physiotherapy is a fully insured veterinary physiotherapy service registered by the Register of Animal Musculoskeletal Practitioners (RAMP) and the Institute of Registered Veterinary and Animal Physiotherapists (IRVAP).

In accordance with the Veterinary Surgeons (Exemptions) Order 2015, full veterinary consent must be received before treatment can commence.

Optimum Veterinary Physiotherapy reserves the right to withhold or refuse treatment if the animal is deemed inappropriate or unsafe; for example, in the case of undiagnosed conditions, infectious disease, or behavioural concerns.

Cancellation Policy:

- Any cancellations within 24 hours' notice of treatment will incur a 50% charge.
- In the event your animal has contagious disease, appointments must be rescheduled based upon the advice of your veterinary surgeon.

Payment Policy:

- All treatments must be paid for in full prior to, or on the day of treatment.
- If claiming for treatments on insurance, Optimum Veterinary Physiotherapy must be paid in full upfront. Optimum Veterinary Physiotherapy will then provide an invoice or send a completed claim form to your insurance company who will compensate you for the cost of your treatment. We recommend that you check your insurance policy prior to booking an appointment.
- The accepted methods of payment are cash and bank transfer, cheque payments will be refused.

Owner Obligations and Responsibilities:

- You confirm that you are the animal's legal owner and all information provided upon referral is correct to the best of your knowledge.
- Optimum Veterinary Physiotherapy asks that you keep them updated with any changes or advancements in the animal's condition, including veterinary appointments and medication.
- Although the utmost care is provided for your animal at all times, all animals receiving treatment do so at their owner's risk.
- It is your responsibility to make us aware of any potentially harmful or dangerous behaviours which may be displayed by the animal undergoing treatment.
- All animals must be presented in a safe working environment and fully prepared for treatment. Horses must be presented dry with any mud brushed off, and dogs must have a clean coat and accessible area where they can lie down for treatment. Appropriate restraint equipment must be available for the animal in question at all times (i.e. a headcollar and lead rope for horses and a collar and lead for dogs).
- It may be asked that up-to-date vaccination records are presented for biosecurity reasons, these should be presented without question.

Photography:

- Photography may be used to monitor patient progress and promote our business online and on social media. If you do not consent to this, please let us know at your first appointment.

Privacy Policy:

Optimum Veterinary Physiotherapy complies with the General Data Protection Regulation (The Data Protection Act 2018):

Data stored will only be accessible for communication with yourself, the referring veterinary practice, your insurance company, or other veterinary professionals involved in your animal's care in order to optimise their welfare. You will be made aware of any instances where such data is shared.

Data Collected:

- Data stored includes names, address, and contact information as completed in forms such as: veterinary consent, treatment notes, insurance claims, and veterinary correspondence. Sensitive data, such as ethnicity and criminal records are not stored.
- Data collected from our website includes, but is not limited to: the IP address used, internet browser, length of visits to certain pages, page interactions, and time zones. Wix.com (our host) may store your data securely behind a firewall.
- All data collected will be stored for 7 years as required for insurance purposes.

Data Retention and Sharing:

- As stated above, all data stored is kept for 7 years and will be used by Optimum Veterinary Physiotherapy to record detailed record(s) of your animal(s) treatment(s) which can be used to complement veterinary practice services and back up insurance claims.
- Our website may contain external links to affiliates, partners or advertisements. Please note that these websites have their own privacy policy's which we cannot accept liability or responsibility for. We recommend that you check these policies before submitting any personal data.
- The following instances do not require consent for sharing data: to fulfil legal obligation, to prosecute/prevent crime or to enforce Optimum Veterinary Physiotherapy's Terms & Conditions.

You have a right to access and review all data collected by Optimum Veterinary Physiotherapy. To gain access to, change, or delete any data stored in line with the General Data Protection Regulation, please contact us via email at optimumvetphysio@gmail.com.

If you have any questions, or have any complaints when complying with this Privacy Policy, please contact us via email on optimumvetphysio@gmail.com, or via telephone on 07852 846240.

We reserve the right to make changes to our Privacy Policy; changes will be updated online, via our website and you will be made of changes directly where deemed necessary.

Last updated: October 2024.