

How we work

1. Start working with us

If you are ready to start working with us, you only need to create an account in our website. We'll review the request and create your personal log in. This will give you access to book our services online and will allow you to download informative handouts for the client.

2. Booking a service

1. Go into services and select the service that you need (e.g abdominal scan).
2. Press the button "book" and this will direct you to the diary with the available slots.
3. Select what day and time will suit better for your practice and send the request.

This will send a request to the vet performing that service. The vet will arrange his/her diary and come back to you confirming the appointment. If the time slot or the day that you chose is not convenient for our vet, he/she will contact you with the available options that we have.

When the slot is confirmed, this will mean that the vet will be in your practice at the accorded day and time. Now you only need to complete the referral form for each patient so we know the reason of referral, details of the patient, etc.

**Note: ideally we would like to arrange two or more cases in your practice. Please, try to compile as many cases as you can for one slot, so we can organise our diary.*

3. Completing the referral form

Each patient should have a referral form. You can complete this directly from the Website (madarvets.com) in the headland "Services" at the bottom of the page.

**Note: You don't need to have a pre-booked slot to send us a referral form. Every time that you have a patient that needs one of our services, you can complete the form so we have the details.*

Then you can book a slot when you think you got enough cases or whenever you think suits you better. Also, if you need an emergency service for that case, you can let us know in the form or by email and we can book an earlier appointment.

4. Prior to the appointment

- We will ask you to discuss the procedure with the client prior to the admission day. We can provide an info leaflet that can be handed to the client. You can find these leaflets in the Website or request it by email.
- Ideally we would ask to have a minimum data base before to any procedure that may need sedation. This should include a general health check performed by the GP, haematology, minimum biochemistry profile and urinalysis if possible.

5. Admission of the patients

We will ask you to admit the patients as usual by one of the members of your staff. The form signed by the client should consent for sedation or GA, the procedure to be performed and possible further tests such as FNA or centesis.

6. Discharge

The animal can be discharged by one of the members of your team. You can find an appropriate discharge form for each procedure in our website.

