



dentalVets

## DENTALVETS REFERRALS

DentalVets  
29-31 Station Hill  
North Berwick  
East Lothian  
EH39 4AS

Tel/Fax: 01620 890002  
[www.dentalvets.co.uk](http://www.dentalvets.co.uk)

Dear

Thank you for making an appointment with Mr Johnston.

Your appointment time is.....on ..... at our **NORTH BERWICK** surgery.

### It will help us if you follow these instructions

#### ❖ **Arrival time & Cancellation policy**

Please ensure you arrive 5 to 10 minutes before your appointment time to allow paperwork to be completed. Please take into account rush hour traffic around Edinburgh in your plans.

The day we are booking you into will have a maximum of three cases. There may be less depending on their complexity and nature. A late arrival may require a reschedule of your appointment depending on our list that day. **If you cannot make your appointment or think you may be late please contact us without delay.** Failure to cancel directly with us by telephone at least 24 before your appointment will result in a first consultation fee being charged.

#### ❖ **History**

We will request directly a medical history of the case from your veterinary surgeon that covers at least the previous two years. This includes all relevant details including medication, allergies, blood tests and the results of any x-rays and biopsies. Please advise us the name of your veterinary surgeon and, if relevant, which branch of your practice that you attend. We require these details to ensure we report back to the correct person.

#### ❖ **Treatment Costs & Payment**

The treatment costs will depend on what procedure and medication is required for the problem in question. If you are not insured we are happy to provide a written estimate, based on your vet's assessment, before we have seen the case. If you are not insured, all fees are payable on the day. We accept all major credit and debit card payments.

## ❖ Pet Insurance

If your pet is insured, we request that you bring your policy details and a claim form signed by the policy holder with you on the day at each visit. It is well worth time to check your terms and conditions before you travel. We are happy to assist you with this, as we know how most companies deal with claims.

**We will make a direct claim to your insurance company as long as the following criteria are satisfied:**

- **The condition you will be claiming for is covered by your policy.**  
Some companies prefer that you pre-authorise the claim one week before your visit.
- **Bring a claim form with you *signed by the policyholder*. We will fill it in for you.**
- **Bring documentary evidence your pet is currently insured and a note of the excess.**  
You will need to pay the excess to us on the day.
- **We do not usually make direct claims to the Kennel Club Healthcare Plan, Animal Friends or Equine & Livestock**

## ❖ Feeding & Exercise

1. For a morning appointment, do not feed any solid food from midnight the night before.  
Feeding may interfere with blood tests and anaesthesia we may wish to perform.
2. For an afternoon appointment you can feed solid food before 8am on the morning of the appointment.
3. Do not withhold water from dogs or cats. Water can be given to the point of admittance.
4. Please exercise your dog before your appointment – they are much more comfortable with an empty bladder. We have poo bags if you need them.
5. Please do not allow your dog to go into the sea. A wet dog can chill quickly during surgery.

## ❖ Day Planning

Most treatments will be performed on the same day. Please allow us at least a half day with your pet - this can mean 3-5 hours unless you have been advised otherwise. Some rechecks may only require sedation and two hours may be sufficient for this. If you would like to arrange local accommodation we have a list of pet-friendly hotels on our website.

[\(Clinical Info page\)](#)

We will contact you immediately the procedure is completed. This will give around 45 minutes notice of the likely discharge time. There are a number of interesting places to visit in North Berwick & East Lothian. Our website has some links ([Clinical Info page](#)) and we can supply you with advice and leaflets at reception for options and directions. We look forward to seeing you and your pet. If you have any questions please feel free to contact us by the telephone number listed above or by e-mail to: [\*\*reception@dentalvets.co.uk\*\*](mailto:reception@dentalvets.co.uk)

# DENTALVETS DIRECTIONS

DIRECTIONS TO:

**DentalVets Clinic  
29-31 Station Hill  
North Berwick  
East Lothian  
EH39 4AS**

**Tel: 01620 890 002**

## **By Train**

First Scotrail run direct trains from Edinburgh (Waverley) to North Berwick. These take from 22 to 33 minutes and run every hour except rush-hour when it is a half hourly frequency. Our clinic is a three minute walk from the station. Exit the station and turn left on Station Road. At the crossroads (about 50 yards), turn right down Station Hill and we are the first shop on the right. The timetable can be found and downloaded here:

[ScotRail](http://www.scotrail.co.uk/?gclid=CPbx8J3So7sCFU_ItAodGicAIA) [http://www.scotrail.co.uk/?gclid=CPbx8J3So7sCFU\\_ItAodGicAIA](http://www.scotrail.co.uk/?gclid=CPbx8J3So7sCFU_ItAodGicAIA)

## **By Road**

### **SatNav Directions**

Our postcode is EH39 4AS. Our Address is 29-31 Station Hill, North Berwick. **PLEASE NOTE THAT BERWICK-ON-TWEED is about 40 miles from North Berwick!**

Good websites for directions are:

<http://www.mapquest.co.uk/mq/directions/mapbydirection.do>

<http://www.theaa.com/travel/index.jsp>

<http://www.rac.co.uk/web/routeplanner/>

## **FROM EDINBURGH**

Access the **A1** or the **City By-Pass (A720)** and travel **east** towards the **A1**.

Leave the A1 at the **Bankton Junction** and follow **A198** signposted to North Berwick. This will take you initially to Longniddry. At the roundabout next to the railway station in Longniddry you have two choices.

1. The coastal scenic route sticks with the **A198 and goes through Aberlady and Gullane** following the coast. Nice views and about 10 minutes longer than the inland route.

2. The direct inland route follows the **B1377 from Longniddry station** roundabout and becomes the **B1345 at Drem**. It joins the A198 at Dirleton. Turn right at the T junction when it meets the A198 and proceed to North Berwick.

Enter North Berwick and drive straight towards the town centre. We are the first building on the right after the second set of traffic lights, approximately 0.7 miles from the 30 mph signs at the edge of town.

At the second traffic lights you will see a sign to the rail station on the right. There is ample free parking at the station (only 100 yards from us) or in either York Road or West Bay Road opposite us.

### **FROM THE NORTH**

Take the **Forth Road Bridge** and follow signs for M8/Glasgow after bridge. At the Newbridge underpass bear left to take the M8 towards Edinburgh. At the **Hermiston Gait junction take the City By-Pass South (A720)** towards Berwick (**A1**). **Follow the A720 to the Sherifhall roundabout and onwards to the A1 (direction Berwick on Tweed)**. **Once travelling south on the A1 leave at the Bankton junction (2nd junction) and then as per the Edinburgh directions above.**

### **FROM THE WEST**

Take the **M8 to Edinburgh** and at the end of the motorway (Hermiston Gait junction), and then as described above in the directions from the north.

### **FROM THE SOUTH**

#### **From Northumberland and Tyneside:**

Take the **A1 north**. At **Dunbar do NOT take the A1** dual carriageway but continue round roundabout to the **A199** and follow this parallel to the A1 until **North Berwick A198** is signed. Turn right onto the A198 and follow to North Berwick. **Follow the A198 through North Berwick (signed Edinburgh)** via Tantallon Road, Dunbar Road, St Baldreds Road and Clifford Road. You will pass the **Rail Station** on your left. Just past the station is a crossroads with traffic lights. Turn right down the hill and we are the first shop on your right. Alternatively, park at the station and walk the last 100 yards.

#### **From Cumbria and South West Scotland**

Take the **M74 and follow directions to Edinburgh on the A702 via Abingdon and Biggar**. Just past the city limits you need to turn right (**east- direction Berwick on Tweed**) onto the **City By-Pass A720**. Once on the A720 follow directions as for Edinburgh.

## Checklist Prior to Travelling

Please tick:-

- Insurance policy schedule and details
- Insurance form signed by the policy holder
- Bring any medication your pet is currently on
- Completed Kennel Club form, if enclosed