

LAKELAND VETERINARY SERVICES

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Lakeland Veterinary Services: Second Opinions / Referrals

It is your right to request another practice to see your animal for a second opinion.

If you feel your animal should be reviewed by another veterinary practice, please discuss this with the veterinary surgeon responsible for treating your animal. Where this is not possible, please discuss your request with reception staff, who can escalate the request to the Practice Owner.

On occasion, referral will be the most appropriate action for your animal.

We recognise that, for some cases, your animal will benefit from more specialized care than can be provided within our practice. When this is the case, the veterinary surgeon will discuss your options with you and, if you consent to referral, will make initial contact with the practice best equipped to support your animal's care. We will endeavor to provide at least indicative pricing for any fees likely to be incurred, but it will be the responsibility of the practice to which you are referred to provide you with a full and accurate estimate.

It is your right to refuse our recommendation of referral to a particular practice.

You have the right to request which practice we refer your animal to. However, if the first opinion veterinary surgeon does not have sufficient knowledge of that practice, or has reason to believe they are not suitably equipped to deal effectively with your animal's case, we reserve the right to refuse to make the referral.

Protecting your Data

If it is decided that another veterinary practice will review the case for second opinion or referral, the client history case notes will be emailed to the other practice. We will always seek consent from both the client and the vet who is handling the case before any personal information is forwarded on to another veterinary practice for the purpose of second opinion or referral cases. No invoicing / billing details will be included in the case history. Please note that if we do not receive client consent we cannot send personal information or animal history associated with the account, in accordance with GDPR regulations.

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