



Inpatients - Information for Owners

These notes are intended to help you understand the daily routine whilst your horse is an in-patient at Lingfield Equine Vets. If you have any further questions don't hesitate to contact us.

Visiting

You are very welcome to visit your horse during their stay with us, we try to keep visiting hours between 10am and 4pm. This allows us to complete routine inpatients checks and treatments prior to visiting and allows the inpatients chance to rest undisturbed at the end of the working day. In certain circumstances (eg very unwell patients) we can modify this by prior arrangement.

Your horse's medical details are confidential. Please respect the confidentiality and privacy of other owners and their horses whilst at the clinic.

We are very careful to follow strict biosecurity practices between patients so please do not handle any horses other than your own whilst on site.

For horses housed in our isolation facilities we must keep foot fall to a minimum to protect the rest of our inpatients. Regrettably, this means that in most circumstances we do not allow visiting, as is standard practice in veterinary hospitals. However, we will be happy to send you regular photo and video updates.

Updates

Please feel free to contact us at any time to enquire about your horse. Routine checks and treatments are usually completed between 8am and 10am so it is usually most beneficial to contact us after 10am. The telephone number for the office team is 01342 300008 and the office is open between 8am and 5pm Monday to Friday.

Each day you will receive a message from our nursing team in the morning before 10am to give you an update on how your horse has been overnight. The case veterinary surgeon will then contact you at an appropriate time during the day (usually after any procedures have taken place) to give you a more detailed update.

Inpatient Care

All of our inpatients receive a full clinical examination prior to 'rounds' each morning. All cases are then discussed in detail to ensure each horse is receiving the highest standard of care. Patients are then checked regularly throughout the day and receive a late night check at around 10pm. Extra clinical examinations and treatments are performed throughout the night as necessary and any high risk patients are housed in stables with CCTV so that they can be monitored closely between checks. We also have facilities for veterinary surgeons and nurses to stay on site when necessary to allow almost constant supervision of our critically ill cases.

Insurance

It is your responsibility as the owner to inform your insurance company that your horse is undergoing treatment at the earliest possible opportunity and ensure that you comply with their requirements. Should you have any questions about your claim feel free to discuss this with your case veterinary surgeon or Morgan Harris (morgan@lingfieldequinevets.com) from our office team.

Discharge

On the day of discharge please aim to collect your horse before 2pm. Any horses staying past 2pm will incur a day patient fee for the day of discharge. The case veterinary surgeon will discuss the ongoing care for your horse with you, either at the discharge appointment or prior to this. You will receive a written discharge note but should you have any questions please do not hesitate to contact us.