



Welcome

Whether you are a new or an existing client, we would like to thank you for choosing **Ryan and Calder Veterinary Surgeons**. Our aim is to provide the best possible health care for your pets in a pleasant, friendly environment. We are committed to keeping abreast of the latest developments in modern veterinary practice – providing high-quality treatment at sensible prices. To enable pet owners to spread the cost of routine treatment, we have designed our own practice membership scheme – the **Premier Health Plan**.

Our Premier Health Plan offers:

- Top quality licensed medication
- Regular checks and maintenance of good general health for your pet
- Convenient monthly payments for routine services
- Discounts on additional services
- An Extended Payment Scheme for high cost treatments
- Optional Accidental Injury Cover

Prevention is better than cure!

- Our practice membership scheme provides pet owners with the support they need to help their pets stay fit and healthy.
- Regular visits mean that we have the opportunity to administer necessary vaccinations and dispense accurate and up-to-date worming and flea treatments. In addition, an overall clinical examination gives us the opportunity to

carefully monitor the general health of your pet and offer advice, support and treatment planning, which in many cases may prevent problems arising in the future.

- Furthermore, the cost of maintaining the good general health of your pets is distributed throughout the year by making monthly Direct Debit payments – it couldn't be simpler.
- Whilst spreading the cost of routine treatments, all members then qualify for additional discounts on other items in the practice. Also, should a pet need an expensive operation or treatment costing over £150, payment can be spread over a number of months. (Conditions apply).
- Pets in the **Premier Health Plan** can be covered for Accidental Injury up to £2,500 per incident up to a total of £5,000 in any 12-month period (an excess applies). This option is available for only a small additional charge per pet, per month.

Vaccinations

CANINE	FELINE
<ul style="list-style-type: none"> • Distemper • Hepatitis • Parvovirus • Parainfluenza • Leptospirosis 	<ul style="list-style-type: none"> • Flu • Enteritis • Leukaemia

RABBIT

- Myxomatosis
- Viral Haemorrhagic Disease

Vaccinations not included in the Premier Health Plan

CANINE	FELINE
<ul style="list-style-type: none"> • Kennel Cough 	<ul style="list-style-type: none"> • Chlamydia

Premier Health Plan

A range of plans is available for:

Small Dog (Under 10kg)

Medium Dog (10-20kg)

Large Dog (21-40kg)

Giant Dog (41kg+)

Cat

Rabbit

Which provide your pet with:

Full clinical examinations, twice per year, to include:

General health
Ears
Eyes
Weight
Claws
Dentition
Anal glands

Annual booster vaccinations

Worming treatments (sufficient for 12 months)

Flea treatments (sufficient for 12 months)

Treatment planning

Dietary advice

10% discount on the normal fees for neutering, spaying and diets and sundries purchased at the surgery

20% discount on the normal cost of selected services provided at our surgery, including:

Consultations (except out-of-hours)
X-rays
Blood sampling
Non-elective surgery
Additional vaccinations
Additional worming
Additional flea treatment
Elective surgery
In-house laboratory tests

Extended Payment Scheme available for treatment over £150.

Please note that the discount is available to clients for the stated procedures undertaken at our practice, and at no other external clinics, private cremations, out-of-hours consultations or referrals.

Spread the payments and reduce the cost of your pet care now!

Accidental injury cover

For only a small additional charge per pet per month, you can include Accidental Injury cover. This provides cover for the cost of treating accidental injuries up to £2,500 per incident, subject to an excess of £75.

Total claims in any 12-month period may not exceed £5,000. The cover is for treatment by our vets. However, if our surgery is closed when immediate treatment is needed, or you and your pet are away from home (anywhere in the UK), then cover is extended to include the nearest available vet.

Further details of cover are available from the practice.

Extended payment

For any treatments over £150, pet owners will have the facility to spread the payment over a number of months. Please note, our normal discount is not available if the Extended Payment facility is utilised. A deposit may be required and is subject to terms and conditions.

How do I register?

Please call in at the practice to complete a simple registration form, which will require your bank account details. Practice staff will be happy to answer any queries you may have.

Surgery hours

Dunfermline Surgery

Mon - Fri:	9.00 am - 12 noon	By appointment
	2.00 pm - 8.00 pm	By appointment
Sat:	9.00 am - 12 noon	By appointment
	1.30 pm - 3.30 pm	By appointment

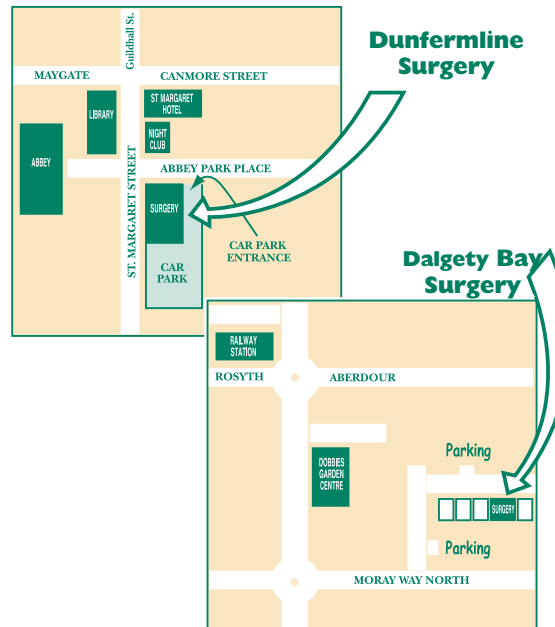
Dalgety Bay Branch Surgery

Mon/Wed/	10.00 am - 12 noon	By appointment
Thur/Fri:	3.30 pm - 6.00 pm	By appointment
Tue:	10.30 am - 12 noon	By appointment
	3.30 pm - 7.00 pm	By appointment
Sat:	9.30 am - 12 noon	By appointment

Veterinary emergencies

**24 hour Emergency Telephone Number:
01383 732897 – both surgeries**

We have a 24 hour Emergency Service 365 days of the year. If you require to contact a vet out-of-hours please call the emergency number and you will hear an answer machine recorded message. Please listen carefully to the message. You will hear one of two messages: a telephone number that will put you in direct contact with the on-call vet, or instructions to leave a message – please include your name, telephone number and a brief message about the emergency. This will alert a BT pager and the duty vet will return your call within 15 minutes.



Ryan & Calder Veterinary Surgeons

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Telephone: **01383 732897**

Branch Surgery:

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THE PREMIER HEALTH PLAN

*the opportunity to budget monthly
for your pet's health*

