



OSS Terms and Conditions of Business

Having been referred a case, we (OSS) agree to:

Review the relevant clinical history and imaging to determine an appropriate surgical plan and discuss this with you (the practice).

Provide an estimate of costs for the intended procedure and agree with you (the practice) a suitable date for the procedure to take place. *Costs are estimates only and the price may change due to patient specific factors.*

Provide a surgical consent form to be signed by the client more than 48 hours before the procedure.

Discuss the procedure with the client. *This will typically be the day before the procedure (over the phone), or on the morning of the procedure.*

Supply theatre packs, surgical instruments and implants. *Pharmaceuticals and consumables are to be provided by you (the practice).*

Perform the surgical procedure and take postoperative radiographs as necessary. *In some cases, preoperative radiographs may also be required.*

Contact your client after surgery and provide them and you (the practice) with postoperative care instructions. We will also provide a surgical report to be attached to your practice management system.

Issue an invoice for the procedure within 7 days.

Support your team with the postoperative recovery period. *We aim to respond to email and phone messages within 48 hours.*

By referring a case to OSS, you (the practice) agree to:

Obtain signed consent for the procedure, including explanation of the surgical risks and costs, more than 48 hours before the procedure date (for elective cases). *OSS will provide a surgical consent form to be used alongside your existing consent system. A cancellation fee, of up to £500, may be charged if a procedure is cancelled within 48 hours of the procedure date.*



Perform a health check 2-7 days before the procedure to exclude conditions precluding surgery (pyoderma, otitis, urinary tract infection, respiratory infection, gastrointestinal upset). *Consent may also be obtained during this appointment.*

Provide OSS with the relevant clinical history & imaging, including postoperative radiographs. Permission must be obtained from the client prior to submission of personal data.

Take responsibility for the general anaesthesia and postoperative recovery period. *OSS does not accept responsibility for induction, monitoring or recovery from anaesthesia.*

Provide a RVN to monitor the general anaesthetic and a MRCVS to induce anaesthesia and oversee the anaesthetic and postoperative recovery period.

Supply consumables including gloves, suture material, sterile lavage, hypodermic needles, syringes, and bandage materials.

Supply all pharmaceuticals and medications (anaesthetic medication, analgesia, antibiotics, postoperative medication)

Be the primary point of contact for owner queries and not pass on contact details for OSS to pet owners.

Pay the invoice within 14 days of issue. *OSS reserve the right to charge interest on payments not made within 30 days of the invoice date.*

We look forward to working alongside you and your team to provide accessible specialist care.