

Terms and Conditions for Fixed Price Orthopaedic Procedures

1. Our Fixed Price Fee covers

- Initial consultation, up to 3 days hospitalisation and investigations as indicated
- Surgical procedure, anaesthesia, local or epidural analgesia
- Post-operative radiographs
- Pre- and post-operative hospitalisation and in-hospital medication
- Post-op pain killers for up to 2 weeks
- Follow up re-examination and radiographs

2. “Post-surgical complications” for Hip Replacements only are included for the 6-month period following the surgery.

1. If required, only 1 revision surgery is performed within this warranty
2. Post-surgical complications are those that occur after surgery and are directly related to the procedure where appropriate post-operative care and attention has been provided and instructions, including attendance at follow-up rechecks, have been followed.
3. Complications arising due to a lack of compliance with these conditions will invalidate the warranty. This means that any additional treatment would need to be paid for at the time of treatment.
4. Paragon Veterinary Referrals should be notified as soon as reasonably possible of any significant negative event (e.g. trauma), or at any other time the patient unexpectedly deteriorates.
5. In the event of a complication, management options will be discussed with you; recommendations will prioritise patient welfare. The decision to manage a complication surgically and the timing of such management will be at the discretion of Paragon Veterinary Referrals.
6. We will only cover the costs of treatment performed at Paragon Referrals. Costs of treatment at your own vets are at their discretion.
7. It is the owners’ responsibility to transport the pet to and from our hospital and cover the costs of this.
8. Paragon Veterinary Referrals extends this warranty as a gesture of goodwill and all reasonable efforts will be made to honour it. Paragon will accept no responsibility for treatment performed, or costs incurred, at other veterinary practices or elsewhere.
9. This warranty is activated with settlement of the invoice (in accordance with our normal terms and conditions) for the original surgical procedure and does not impair your statutory right