



# Hospital Patient Visiting Hours

WEEKDAYS

WEEKENDS

PUBLIC HOLIDAYS

10am to 11am and

5pm to 5:30pm



OTHER TIMES MAY BE NEGOTIATED WITH THE VETERINARIAN

PLEASE PHONE RECEPTION 30MIN PRIOR TO YOUR VISIT

*REGULAR UPDATES WILL BE PROVIDED VIA PHONE BY THE TREATING  
VETERINARIAN*





### Equine Health and Performance Centre Visiting hours

At The Equine Health and Performance Centre, we understand that visiting your horse while in Hospital is important to you. We encourage you to visit during the following periods by appointment;

- **Weekdays, Weekends and Public Holidays between 10am to 11am or 5pm to 5:30pm**

Visiting times may be restricted at the discretion of the Veterinarian or nursing staff depending upon the clinical requirements and consideration of other patients in the area. This is why it is important to call prior to your visit, so that any delays due to emergencies can be communicated, particularly on weekends and Public Holidays. We kindly request that you be mindful of other patients who may be receiving treatments within the ICU Barn at the time of your visit and also respect confidentiality.

*If you wish to speak with your treating Veterinarian, please organise this prior to arrival as they are often with other cases and may not be available at your particular visiting time.*

Regular updates will be provided via phone after our morning rounds from 9am onwards. You will be contacted with any new information or changes to treatment plans. Please ensure reception have a current contact phone number on file and an email address for any further correspondence.

**Horses housed in the Isolation facility;** *please discuss with your treating Veterinarian the protocol for visiting this area*

### Deposits and Progress Payments for Hospitalised Patients

During the admissions process you will be provided with an estimate for the care and treatment of your horse. A deposit of 50% of the estimate will be required. Additional costs for ongoing treatment and or procedures which are likely to be incurred or when going above the original estimate will be communicated to you via the treating Veterinarian, nurse or Client Relations staff. You will be required to make regular progress payments to ensure that your deposit is always 50% of the total balance. Final payment is required upon discharged.

The Equine Health and Performance Centre do not offer accounts, should you require a payment plan please consider Vet Pay Options. Please visit <https://www.vetpay.com.au/> or speak with one of your Client Relations Staff. VetPay cannot only be used for emergency procedures but routine expenses also.

### An adult must accompany children when visiting inpatients

#### Visitor Parking

Visitors are encouraged to park directly out front of the administration building in the designated car park.

#### Smoke Free Campus

Smoking is prohibited within the University of Adelaide, Roseworthy Campus Grounds. If you wish to smoke you will be required to do so outside of the campus grounds.

**Dogs and other pets** are not allowed in the Consult rooms or ICU Barn for Biosecurity reasons