



# Penbode Farm Vets

## MEDICAL RECORDS OVERVIEW

All clinical records are documented and filed on the practice computer system. The practice complies with and is registered under the protection of data act; evidence of this is available on our website. These records are allocated to the relevant animal or group of animals. These computerised records are backed up daily. Patient records are accessible at all branches of the practice.

Clinical records are kept so that continuity of care by any of the practice veterinary surgeons is possible.

Records contain the following information, where applicable:

- **Owner identification:** Name, address and contact details
- **Patient identification:** Name, Species, Breed, Colour, Age, Sex and Ear tag number
- **Clinical information**
- **External communications:** Referrals and laboratory reports, consent forms and estimates

Informed consent is sought from the animal owner before any diagnostic, medical or surgical procedure is performed. Clients are informed of likely charges, and an estimate of costs can be generated on the computer system

Itemised invoices are produced for every transaction. VAT and surcharges are itemised on the invoice.

Once clinical record information has been entered on to the practice computer system it cannot be altered.

In the interests of the patient, when an animal is presented for the first time, the veterinary surgeon will seek to contact the previous veterinary practice to request the relevant clinical records. If the client refuses to supply the details of the previous veterinary surgeon then the case should be declined.

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