



MVO SURGICAL FEES & PAYMENT OPTIONS

Clear, Simple Information for Your Pet's Surgery

Fees & Payment for Surgery

Making Your Surgical Visit as Smooth as Possible

Transparent pricing • Multiple payment options • Support for insurance claims

Our Commitment to Clear, Fair Pricing

At MVO, we want you to feel fully informed and supported when making decisions about your pet's surgery.

This brochure explains:

- How our surgical fees work
- Payment requirements on the day
- Accepted payment methods
- Insurance & gap payments
- VetPay options

Our goal is to make your visit stress-free and financially predictable.

Understanding MVO Surgical Fees

Our surgical fee structure is **transparent and fixed** for each procedure.

Your surgical estimate includes:

- Initial surgical consultation
- Anaesthesia
- Surgical procedure
- Immediate post-operative imaging (if included in your package)
- Medication on the day of surgery

Additional Costs May Apply For:

- Joint inspection (open or arthroscopic)
- Meniscal assessment or meniscectomy
- Additional imaging outside the bundle
- Laboratory fees

- Complications unrelated to the surgery
- Out-of-hours or emergency care

You will receive a **detailed written estimate** before any procedure begins.
Please ask us if anything is unclear we are here to help.

Payment Requirements on the Day of Surgery

Payment Is Required on the Day Your Pet Leaves Their Consultation or Surgery

To ensure smooth admission and discharge, we require that **payment is completed immediately after your appointment** on the day of service.

Direct Debit via EFTPOS

Payment via EFTPOS for convenience.

⚠ **Please note:** All EFTPOS transactions incur a **1.6% bank processing fee**.

Direct Bank Transfer

We encourage this form of payment as it incurs no fees. Payment can be made to :

WestPac Bank Account

Dingo Hips Australia

BSB: 033 - 040

ACC: 522 154

Why Payment Is Taken Immediately

- Allows accurate processing of surgical bookings
- Ensures transparency and avoids unexpected costs later
- Enables us to process insurance gap claims promptly
- Ensures your pet's discharge is efficient and stress-free

Insurance & Payment Support Options

GapOnly® & Insurance Claim Processing

We can assist in processing your **gap insurance claim** on the day of surgery.

This enables you to pay **only the gap** (the difference between your insurer's contribution and the total bill).

To use insurance gap processing, please bring:

- Your insurance policy details
- Photo ID
- Any pre-approval documents (if applicable)

VetPay Financing Available

We can process **VetPay** applications and payments for you **after you have paid your deposit**.

To use VetPay:

1. Lodge your VetPay application online (or we can assist you).
2. Pay the required **VetPay deposit** at MVO.
3. We process the remainder of the payment through VetPay on your behalf.

CONTACT DETAILS

Contact Us Anytime

MVO Orthopaedic & Spinal Referral Service

Address: 405 Princes Hwy Narre Warren, Victoria, 3805

Phone: (03) 8790 1625

Email: info@melbvetortho.com.au

Our team is here to guide you through every step of your pet's surgical care — including payment and insurance support.