



## Post-Operative Surgical Guarantee

### **What Our Guarantee Covers — and What It Doesn't**

At MVO, we stand behind the quality of our orthopaedic and spinal surgical care. While complications after surgery are uncommon, they can occur—even when every precaution is taken. Our Surgical Guarantee helps protect you from the financial burden of recognised, surgery-related complications.

This handout explains what is covered under the guarantee and what falls outside its scope.

### **What Is a Recognised Surgical Complication?**

A recognised complication is an issue that sometimes develops despite appropriate surgical technique, postoperative care instructions, and good owner compliance. These include:

#### **✓ What the MVO Surgical Guarantee Covers**

##### **1. Post-Operative Infection**

The most common complication after orthopaedic surgery is infection—often caused by dogs licking or interfering with their incision.

If a **deep infection** occurs (one affecting bone, implants, or deeper tissues), treatment often requires:

- Removal (explantation) of all implants
- Revision surgery
- Additional tests and imaging

**All costs associated with treating the deep surgical infection are covered by the guarantee, including:**

- ✓ Culture and sensitivity testing
- ✓ Resuturing if required
- ✓ Additional courses of antibiotics
- ✓ Additional X-rays relating to the infection
- ✓ Surgical removal of implants if needed
- ✓ Revision surgery required solely due to the infection

##### **2. Implant Failure**

Internal fixation devices—plates, screws, pins, or rods—can occasionally fail due to recognised surgical or biological factors. If implant failure occurs and revision surgery is necessary:

**The guarantee covers:**

- ✓ Revision surgery to replace or remove failed implants
- ✓ Imaging and diagnostics relating to the implant failure

- ✓ Any additional surgical materials required

### 3. Other Recognised Complications Related to the Procedure

If a complication is directly linked to the procedure performed and is a known, documented risk, the guarantee covers the reasonable costs of correcting or treating that complication.

Examples include:

- ✓ Delayed healing requiring surgical intervention
- ✓ Post-operative wound breakdown related to the surgery
- ✓ Complications related to implant placement or bone healing

### 🚫 What the Guarantee Does Not Cover

Our guarantee is designed to protect you from costs associated with surgery-related complications. It **does not** cover:

#### ✗ Unrelated Illnesses

Conditions not directly linked to the surgery, such as:

- Vomiting
- Diarrhoea/Gastrointestinal upset
- Respiratory infections
- Skin problems unrelated to the surgery

#### ✗ Emergency Admissions or Treatment at Other Clinics (Without Authorisation)

Costs incurred at your local GP vet, out-of-hours provider, or emergency hospital including Casey Pet Emergency **without prior authorisation** from MVO are not covered.

#### ✗ Non-Compliance or Trauma

Complications arising due to:

- Failure to follow postoperative care instructions
- No use of recommended protective devices (e.g., buster collar)
- New injuries or accidents
- Excessive activity against veterinary advice

#### ✗ Routine Medications or Preventatives

This includes flea/worm treatments, unrelated blood tests, general check-ups, or non-surgical medications.

### Your Peace of Mind

Our Surgical Guarantee ensures that if a complication truly related to your pet's operation occurs, you won't face unexpected costs for corrective surgery or necessary follow-up care. If you ever have concerns during recovery, please contact us immediately. Early intervention is the best way to protect your pet's outcome and to ensure your guarantee remains valid.