

# VetVan

## Veterinary House Calls

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**Monday – Friday 7am – 5pm Saturday 8am – 2pm**

## Thankyou

VetVan has been operating for 1 year and I would like to thank all clients for their patronage, I hope I have served you and your pets well.

I have used the first anniversary to reassess a couple of aspects of the VetVan business. The first change is to my hours of operation; the new hours reflect the most popular request times for consultations. My new business hours are listed above. Outside these hours please contact the Pet ER on 3359 5333.

Some changes to pricing have also occurred. I no longer charge a travel fee for consultations and I now offer pensioner and multiple animal discounts. These changes will allow simplification of my invoicing and will give eligible clients a financial bonus. Please speak up if you are eligible.

## Feline Pain

People often assume a cat is not in pain if it is not crying out. Well I have a story about feline pain. A couple of years ago, I examined a cat that had quite severe dental disease, I recommended a detailed examination under anaesthetic, where I discovered deep pockets of infection around a few teeth, along with exposed nerve endings. I removed the offending teeth and recovery was uneventful. A few weeks later I was speaking to the client and he informed me that he now realised his cat had been suffering from pain because only now could the cat bite when being harassed by the clients girlfriend! Previously the cat had only squirmed.

The lesson is that a cat is only likely to cry out in pain if the pain stimulus is short, sharp and moderate to extreme! It requires careful observation and a detailed examination to definitively determine if an animal is in mild to moderate pain, or has pain of slow onset.

## Case Study

I recently was called out to a dog that was groaning, vomiting bloody foam and was very depressed and unwell. His symptoms had started very suddenly and his owner was very worried. Fortunately, I could attend to the dog immediately and after assessing his symptoms, his examination findings and the time frame of his illness, I decided an accident was the most likely cause and I took him off for further tests. First step was a x-ray where I discovered a large piece of bone lodged in his oesophagus, within his chest, just above his heart. Surgery in this part of the body is extremely difficult and is fraught with many possible complications.

We elected to send the dog to a specialist for removal via an endoscope. The endoscopic removal took over 1 hour and besides a very sore throat for a week the dog recovered fully. Cost of this accident was well over \$1000.

## Insurance

Episodes such as the above case happen a few times per year and occasionally result in the death of a much-loved pet because of financial limitations. I recommend pet health insurance to all people. In the above case, if the owner had insurance they would have only been required to contribute 20% of the total expense. Insurance policies allow the pet owner and veterinarian to thoroughly investigate and treat unusual or serious (normally more expensive) problems as well as helping cover the costs of routine pet healthcare. For advice and information about the choice and cost of policies, please contact myself during business hours.

## Specials

VetVan offers a home delivery service for a range of common flea, worm and heartworm control products. **We charge no delivery fee for this service, sell the products at less than the recommended retail price and welcome the extra business.**

Between now and Christmas is tick paralysis time and I recommend Frontline Top Spot every 2 weeks as minimal protection. As a tick paralysis prevention special, I offer delivery of any Canine or Feline Frontline Top Spot 6-pack at 15% off the recommended retail price. Please call and place your order.