



Carnegie Vets Quarterly

Carnegie Veterinary Clinic & Carnegie Cat Cottage
66 Rosstown Road, Carnegie, Victoria, 3163
Phone: (03) 9563 5422

www.carnegievets.com.au

www.carnegiecatcottage.com.au



Passion, Pride and Perseverance in Service and Care

Autumn 2010

Carnegie Veterinary Clinic & Carnegie Cat Cottage – Your Full Veterinary Service Provider:

Primary Healthcare:

- ✓ Annual Health Checks
- ✓ Blood Testing
- ✓ Deworming
- ✓ Once-A-Year Heartworm Prevention
- ✓ Parasite Control
- ✓ Vaccinations

Companions seen:

Dogs, cats, ferrets, rabbits, guinea pigs and other rodents

Clinical Services:

- ✓ Dentistry
- ✓ Diagnostic Imaging (Radiology)
- ✓ Medicine
- ✓ Pathology
- ✓ Pharmacy
- ✓ Surgery (Soft Tissue & Orthopaedic)

Additional Services:

- ✓ Cat Boarding/Cattery
- ✓ Doggy Day Care
- ✓ Hydrobathing
- ✓ Microchipping
- ✓ Premium Pet Foods
- ✓ Puppy Preschool
- ✓ Free Weight Checks
- ✓ Knowledgeable advice

Information on:

- ✓ Pet insurance
- ✓ Cat enclosures
- ✓ Medications
- ✓ Foods
- ✓ Informative articles on a wide range of topics are available

Thank you

The Carnegie Veterinary Clinic & Cat Cottage team would like to take this opportunity to convey our deepest appreciation and gratitude for allowing us to look after your treasured companions. The majority of our clients, patients and patrons are recognised by name, the moment they walk through reception. A sense of community and belonging is felt by the team and we thank you for that.

carnegie cat cottage update



Carnegie Cat Cottage – a premier urban cat boarding lodge opened its doors in January 2009. The Cottage has been a welcome addition to the services already provided by the clinic to our community and surrounding areas. The December and January holiday period saw the Cottage running at full capacity.

There are no shortage of catteries around Melbourne, however Carnegie Cat Cottage is the first clinic-operated urban cattery in Victoria to house the Raintree Cat Condo system, which allows us to abide to strict hygiene principles including an in-built one way ventilation system that eliminates aerosol contamination of the air. Our boarders also enjoy listening to classical music throughout their day.

The Cottage has been well received by clients and boarders, and some clients have come from outside greater Melbourne to board their feline companions here. There is no greater satisfaction than achieving the ultimate outcome - happy and content boarders.

To learn more about the Cottage you may want to view the following website;
www.carnegiecatcottage.com.au or call the Cottage on 9563 5422 to view the facility in person.

Veterinary Nursing at Carnegie Veterinary Clinic



The role of the veterinary nurse has many facets. Multi-tasking is all in a day's work - receptionist, anaesthetic nurse, surgical nurse, ward nurse, looking after feline boarders and doggy day care

patrons. The nurses at Carnegie Veterinary Clinic are kept busy throughout their day; they handle the puppy preschool classes, play with the doggy daycare dogs, and keep the hospital patients and cattery cats company. It's not all fun and games - their duties also include

stock ordering, helping the vet either in consultations or surgery, taking and processing radiographs, running pre-anaesthetic blood tests and most importantly making the vet coffee. One of the nurses also spends a lot of time complaining about the vet's (Ketan's) poor taste in music with which she is tortured with when she is the surgery nurse. Although at times being a veterinary nurse can be an emotional role there is no greater reward than being able to help all creatures great and small.

A day in the life of Malcolm Liu – work experience student (Wesley College)

Malcolm, a Wesley College student, pursued his work experience stint with us. He since then has voluntarily spent many more days at the clinic. Malcolm would like to share his clinic experiences with you.

"There were so many things that were great about the Carnegie Vet Clinic, but I'll focus on the ones that really stood out to me. The most memorable was the staff. On my first day, I was extremely nervous and afraid of messing up. Most of all, I was afraid of not getting along well with the people I was working with. However, that didn't turn out to be a problem. The staff was really easy to get along with. A hello and a couple of jokes and you were off chatting like it was December 1999. The staff here cared as much about people as they do animals, and, from what I've seen; they care quite a lot about animals.



I was also quite taken aback by their efficiency and professionalism. Through all my travels, I have never seen a shop, clinic or restaurant work as efficiently as they do here. While going through the daily chores of cleaning, packing up, or more veterinary things, such as surgery and consults, the clinic has never once lost its air of laughter. It is easily one of the few clinics in Melbourne that people can wake up and look forward to going to work.

Finally, it was the dedication to the animals that struck me deeply. No animal was more or less important than any other animal in the clinic. The entire staff worked day and night to make sure the animals were well looked after. I remember one night when the clinic was especially busy, and we had a dog that was pretty sick from eating an excess amount of bread. Ketan gave him some medicine to bring it up. He put the dog in the dog ward, and posted me to stay and look after the dog. When I could have been helping out front with the cleaning or in consult with the animals, Ketan had posted a member of the staff to solely look after one dog.

I've had friends who have worked at vets all over Melbourne, and I was one of the four kids who, out of 15, enjoyed working at the vet. Ketan works wonders with the animals, and is extremely skillful in surgery. The nurses Amber, Shonna and Mel are friendly and professional, with work and the animal's welfare coming before all else.

Pet Insurance is important



Health services for both ourselves and our much loved companion pets is more complex than ever before. There are now many more diagnostic and treatment options available. The cost of such services has increased in both human medical and veterinary fields.

The great cost of human health service provision is largely cushioned by the broad population based Medicare levy. Superficially, it may appear that the cost of providing human health care is cheaper than veterinary care, but this is simply untrue, as very few of us will ever realise the real cost of experiencing surgery or paying for medications due to our nationally structured pharmaceutical benefit scheme and the Medicare rebate system. These systems cushion and obliterate the real cost of such services to the individual.

Unfortunately, a Medicare type system is not in place for our pets, so the real cost of providing treatment and care must be borne by the owner. This is where pet insurance becomes important. It is certainly worthwhile considering pet insurance. The majority of us have house & contents insurance and car insurance.

It is interesting to note that one in three pets will require unexpected veterinary treatment every year.

We are more likely to make a claim on our pet insurance, than we are on house or car insurance. The following statistics on insurance are interesting;

1. House – 16% of policy holders will make a claim
2. Car – 22% of policy holders will make a claim
3. Dogs & Cats – **60%** of policy holders will make a claim
4. Older Pets - **60%** of policy holders will make a claim

A large number of our clients that have pet insurance are with Petplan, so we'll talk a little about what they provide.

- ✓ Petplan's dog insurance cover ranges from \$9,000-\$18,000 per annum for veterinary treatment. Cat cover is from \$8,000-\$12,000 per annum
- ✓ Petplan pays 100% of the vet bill minus the fixed excess of \$100.

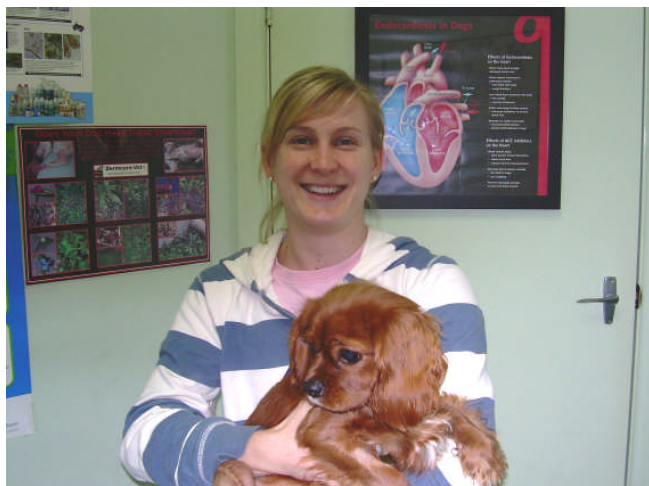
- ✓ Petplan covers veterinary treatment for congenital and hereditary conditions and they do not have breed specific exclusions. We strongly recommend that clients take out pet insurance prior to problems arising as with any reasonable insurance pre-existing conditions are obviously not covered. Take out insurance when your companion is still a kitten or puppy.
- ✓ Petplan does not have sub-limits that confuse clients.
- ✓ Petplan's waiting periods are as follows; immediate for accident and 21 days for illness.
- ✓ Petplan recently paid out the largest single claim in Australia for veterinary fees. Petplan paid out the maximum benefit \$18,000 for a Perth dog, whose total vet bill was \$30,000.
- ✓ Petplan is the only insurer that will pay ongoing claims for lifelong conditions such as diabetes and epilepsy, for the life of the pet (providing the premium is paid annually).
- ✓ Petplan will cover acupuncture, homeopathy, chiropractic, hydrotherapy, osteopathy, physiotherapy and behavioral illness treatment.
- ✓ Petplan is the world's largest pet insurer.
- ✓ Annual premiums: Dogs - \$350-452 (\$30-\$37 per month) Cats - \$183-\$245 (\$16-\$21 per month)

If you would like to know more about pet insurance or Petplan specifically please feel free to pick up brochures which are readily available from reception.

Case Report: 'Rusty' – the case of the dislocating knee cap

Rusty – a young male Cavalier King Charles Spaniel presented with a history of yelping and holding one of his back legs up. Clinical examination revealed that his right knee cap was dislocating medially (Patella luxation). Rusty's condition was severe enough to warrant corrective surgery.

Knee caps may dislocate as a result of a congenital or developmental defect or due to trauma. Small breed dogs such as Pomeranians, Chihuahuas and Cavalier King Charles Spaniel are prone to this problem. Knee cap dislocations are graded from one to four, where four is the worst. Not all patients will require surgery. Those that have a grade between two and four are good candidates for corrective surgery. Rusty was a good candidate for surgery as his knee cap was causing a real problem in his mobility.



Rusty was scheduled for knee cap surgery. An intravenous catheter was placed in Rusty's arm. Intravenous fluids were utilised to maintain adequate hydration, blood pressure and organ perfusion. Antibiotics were administered pre- and peri-operatively to prevent bone and joint infection. During his surgery, Rusty was constantly monitored by a nurse, as well as being hooked up to machines that monitor respiration, heart rate, pulse and blood oxygen levels. Non-steroidal as well as opioid pain killers were used to keep Rusty as comfortable as possible during and after surgery.

A number of procedures were performed to stabilize Rusty's right knee cap. These included;

1. Tibial crest translocation: this procedure re-aligns the knee cap in relation to the femur and tibia and is the mainstay of patella luxation corrective surgery. Radiographs are taken post operatively to ascertain correct alignment and correct pin placement.
2. Femoral wedge or block trochleoplasty: this deepens the groove in which the knee cap normally sits.
3. Joint capsule imbrication and retinaculum overlap: this tightens the structures around the knee cap, assisting the above two procedures in correcting patella luxations.

Rusty recovered well from his surgery and is back to his usual self.

Laughter is the best medicine

Below is an excerpt from a recent Pet Biz magazine that struck my funny bone.

Dogs and cats are better than kids because they;

- ❖ Eat less
- ❖ Don't ask for money all the time
- ❖ Are easier to train
- ❖ Normally come when called
- ❖ Never ask to drive the car
- ❖ Don't hang out with drug using people
- ❖ Don't smoke or drink
- ❖ Don't want to wear your clothes
- ❖ Don't have to buy the latest fashions
- ❖ Don't need a gazillion dollars for college, and
- ❖ If they get pregnant, you can sell their children.