

DROP-OFF

When your schedule does not allow time for an appointment call us, in advance, to arrange a drop-off appointment.

Tell us what you feel needs to be done, **leave a phone number where you can be reached during the day**, and sign a release so we are able to examine, test and treat your pet in your absence. If further treatment is necessary, we will make every effort to contact you before performing the service. **We open at 7:00 a.m. so you can drop-off before work. Call before picking up** your pet to arrange a discharge appointment.



BOARDING

Winter Park Pet Place provides your pet *A Home Away from Home*. Rooms are climate controlled, comfortable and cleaned whenever needed. There is a pleasant walk area and play yards. Veterinary care is available immediately if necessary. Guests are observed for adjustment or medical problems and a Daily Health Record is kept. Special accommodations for our feline friends are at The Cat's Meow and our exotic guests at All Creatures Inn. **(Please see our separate brochure for information on the different accommodations, packages and other details.)**

GROOMING

Our grooming services include: baths with our new Hydro Surge unit, including a blow dry, comb out, pedicure, and general ear cleaning. We also do clip downs, medicated baths, and, for birds, wing clips, and nail and beak trims. Birds must have been examined by our doctors within a year to determine their health status before grooming can take place.

PRESCRIPTION REFILLS

Please call, in advance, to let us know the medicine you need. We can have it approved by the doctor, if needed, and ready for you.



EMERGENCIES

Pets, with emergencies, are seen without delay. When possible, call us first, so that we can be better prepared to immediately address your pet's crisis.

After-hour emergencies are treated through the Central Florida Veterinary Emergency Clinic North and South locations We are members. (See map on back for address and phone #.)

PREVENTIVE CARE

Our commitment to your pet's health necessitates a major focus on preventive care. Yearly comprehensive examinations are

strongly encouraged for all pets to help **identify problems before they become serious issues and costly to treat**. As your pet ages, we suggest visits every six months.

Annual examinations include appropriate vaccinations, flea and parasite prevention and control, needed diagnostic tests, nutritional counseling, discussion of other problem areas, a complementary dental exam, an individualized treatment plan, if needed, and client education. Specialized educational kits are available for puppies, kittens, ferrets, rabbits, and new birds to help you provide the best home for your new pet.

DIAGNOSTIC WORK

Our on-site laboratory gives us immediate results concerning your pet's status that can help ensure a timely diagnosis and can be life-saving. When necessary, we utilize outside referral labs.



Sophisticated, on-site digital x-ray, comprehensive endoscopy capabilities, along with ultrasound and array of other equipment, are invaluable to assist our doctors in diagnosing many simple, as well as complex, medical problems.

SURGERY

Strict sterile procedures, **the safest anesthetic gases, and meticulous monitoring during and after surgery** are used for the full range of surgical procedures we offer. **Laser surgery** is available and strongly encouraged.



HOSPITALIZATION

At times your pet may need to be hospitalized for more extensive treatment including intensive care. The doctor will discuss options with an estimate of the cost. We recognize the concern you have for your pet. **We encourage calls and ask that they occur after 10:00 a.m. so treatment and lab tests can be completed**. The doctor will contact you with any significant changes in your pet's status, the treatment plan, or costs.

DENTAL CARE

Dental problems cause bad breath, but more importantly can lead to other **serious medical problems, if not treated**. Our technician's skilled use of the ultrasonic dental scaler and polisher help keep your pet's teeth healthy so that the necessity for gum surgery, root canals, and tooth removal are reduced. If necessary, we are well prepared to provide these services.

HOSPITAL HOURS

| | |
|---------------------------|------------------------|
| Monday, Wednesday, Friday | 7:00 a.m. to 5:30 p.m. |
| Tuesday & Thursday | 7:00 a.m. to 7:00 p.m. |
| Saturday | 8:00 a.m. to 1:00 p.m. |

PET PRODUCTS

For your convenience and your pet's health, special foods, flea prevention and control items, grooming supplies, and nutritional supplements are available. Call ahead to have your purchases waiting for you.

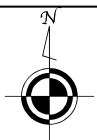
FINANCIAL POLICY

Fees are structured to support the most progressive, quality veterinary services possible. We encourage you to review and discuss the estimate for your pet's treatment program and discuss alternatives, if necessary. A deposit is required for emergencies, hospitalization, surgery, and boarding. ***Payment for services is expected prior to the discharge of your pet. For your convenience we accept cash, checks, and credit cards.***

COMMUNITY INVOLVEMENT

Commitment to animals, and to the people who love them, extends beyond our doors. We provide volunteer veterinary services for wildlife that is brought to us for care. We also have interns from high schools, veterinary technician programs, and veterinary colleges. Presentations to community groups and schools, as well as at local, state and national professional meetings, are part of our services.

LOCATION

| | | | | |
|---|---------|--|--|--|
|  | I-4 | Winter Park Veterinary Hospital 1601 Lee Rd. 407-644-2676 | Bennett Ave | 17 -92 |
| | Lee Rd. | Fairbanks Ave. | Veterinary Emergency Clinic North 195 Concord Drive Casselberry 407-644-4449 | South 2080 Principal Row Orlando 407-438-4449 |

Thank you for choosing our hospital to provide for your pet's comprehensive health care needs. We will do everything we can to live up to the trust you have placed in us. We are constantly striving to better meet your needs so your suggestions are encouraged and welcomed. ***We are honored when you choose to refer your family and friends to us.***



Winter Park Veterinary Hospital

Welcome To Our Hospital

Our mission is to provide excellent, comprehensive veterinary services to clients committed to the health and well being of their animal companions. We offer a wide array of services for dogs, cats, birds, ferrets, rabbits, other small mammals, and reptiles. A major focus of our work is on preventive health care and client education. In case your pet should become injured or ill, we are well equipped and trained to provide the critical services, which are essential during these difficult times.

STAFF

Our trained staff is dedicated to caring for your special pet in a professional, competent and loving manner. They are also able to provide the support you need to help keep your pet healthy. Our staff includes experienced doctors, certified and trained veterinary technicians, veterinary assistants, animal care specialists, and client service representatives. We function as a team to meet your needs. Continuing education is ongoing for our entire staff to help ensure that we deliver excellent, progressive veterinary services.

APPOINTMENTS

Please call, in advance, to make an appointment. If you wish to see a particular doctor let our receptionist know when the appointment is made. Check with her to determine if you need to bring any special items, such as your pet's current medicine, records, or a stool sample. Feel free to ask about fees so you can make the necessary plans. We will do our best to see pets brought in without an appointment, but there may be a long wait. **Appointments need to be cancelled or changed with at least a 24-hour notice** so this time can be given to another person. A message may be left on our answering machine.

All pets should arrive at our office in a carrier, cage or on a leash, for their safety. If you have any special problems with your pet interacting with other pets or people, please let us know and we will make special arrangements.

