

Fall 2014 Falmouth Veterinary Hospital Howler

We hope you enjoy our new and improved format!



### **We're Re-modeling - new lobby coming soon!**

With an expected start date of mid-October, we are happy to report that we will have a whole new client service area coming soon. Additional renovations are also slated for our treatment and food storage areas.

Here's what you'll see soon: new, easier-to-navigate entrances, two separate lounge areas, a new laser therapy room, a new patient discharge room, new food/product display area and updated work stations for our client service team.

Using feedback from architects, staff, clients and others, we designed this renovation to provide a better client experience overall for you and your pet. Thank you for your patience during the construction project - it's bound to get a bit messy but we'll do our best to minimize it all.

Watch for progress reports and updates on our [Facebook](#) page. If all goes well, we should have a beautiful new space for you by late November/early December.



### **A Golden Opportunity ...**

#### **Golden Retriever Health Study Needs More Dogs**

The Morris Animal Foundation is enrolling 3,000 Golden Retrievers to participate in a lifelong study to help prolong and improve the lives of generations to come. Golden Retrievers 18 months of age or younger may enroll and will be followed for their entire lives with yearly comprehensive physical examinations and labwork. Following their genetics, environment, and nutritional status will also help to provide useful clues and links to the causes of cancer in this beloved breed.

Enrollees and their owners will benefit by having the most thorough of veterinary care, to detect and address any underlying issues as soon as possible, perhaps detecting health concerns before they are even clinically evident. By participating, they will help to promote the health of their entire breed, present and future. Please visit the website [www.caninelifetimehealth.org](http://www.caninelifetimehealth.org) to learn more. There are currently 2,000 enrolled Golden Retrievers, so there are 1,000 spaces yet to fill if you have an eligible Golden! Falmouth Veterinary Hospital currently has five participants and would love to contribute more.



### **New Online Pharmacy**

We have added a new pharmacy to our website to make it easier for you to order food and medications. Effective immediately, all clients will receive a \$5 coupon towards their first purchase. Clients who have used our online pharmacy in the past will receive an additional coupon directly from Vets First Choice. One great benefit of this new and easier to navigate site is free shipping!

Free shipping applies to:

- all autoship orders, and
- orders of \$49 or more.

For more information, go to <http://falmouthvet.vetsfirstchoice.com/>



### **You wrote...we listened**

Thank you to the 108 clients who recently participated in our Client Satisfaction Survey. We received a number of great ideas and insights on how to improve your experience with us, and we've started working on many of them.

Here's a few:

*Suggestion:* Make it easier for seniors to get in/out of the building.

*Response:* We start work on a new lobby with new entrances this month.

*Suggestion:* Add another groomer.

*Response:* We'd like to take credit for a speedy response to this one but this was already in the works when we read it. Tasha Patenaude is now washing and snipping away - doubling our grooming capabilities.

*Suggestion:* Leave a few appointments each day so I can bring my pet in for an emergency.

*Response:* We have had a higher-than-usual number of emergencies in the past few months. We did have two morning and two afternoon appointments open for emergencies as our standard and found that it was not enough. We increased to three morning and three afternoon emergency appointments, and most days this is working well, but there is still the chance that we'll have more than six urgent care needs each day. We will continue to monitor and explore options. In the event that we admit a life-threatening emergency, this may require the involvement of multiple team members, adding to your wait time. We will keep you apprised if this should happen, and do know how grateful the anxious owners and we are for your patience in these rare instances.

*Suggestion:* Make it easier for me to pay for the increasing costs of veterinary care, or make it less expensive overall.

*Response:* Our hospital manager, Iris, is working on a new Wellness Program for 2015 now. We are also working with the top pet insurance companies on ways to make payments and coverage better for you - stay tuned! In addition, we are working to help keep costs down. We will continue to review our charges against state, regional and national benchmarks and adjust accordingly to ensure that you are only charged a fair and reasonable fee for our service. We will also commit to doing a better job advising you on costs, options and when possible, alternatives, up front. Prompt us to ensure that we give you the information you need to make a sound, informed decision concerning the care of your pet. Together, we can develop a plan of action that meets both your financial concerns and your pet's health concerns.

*Suggestion:* More parking.

*Response:* We've been working on this for some time, and it's a bit complicated as we must factor in local governance concerns as well as our own. We will have a new entrance and parking area from the new renovation that we hope will be an improvement for now.

*Suggestion:* Clone Dr. Wack.

*Response:* This is outside the scope of our medical license, but we sure appreciate the idea!

Many other meaningful thoughts and ideas came in from this survey. We take them all to heart and will factor them into our future staffing, scheduling, training and client communications efforts. Thank you!



**Laura Wylie**, client service representative, and Ryan Rust were married on April 26th at The First Parish Church in Gorham. A reception followed at the Wassamki Springs Campground in Scarborough.



**Stevie Barnett**, client service representative, and Dan Aho were married on May 25th at Thompson's Apple Orchard in New Gloucester. A reception followed at Royal River Grillhouse in Yarmouth.



**Lindsay Fox**, veterinary assistant, exchanged wedding vows with her new husband, Danny Martorano, on August 30th at Fort Williams Park in Cape Elizabeth. A reception followed at the Portland Country Club.



**Kristin Wolejko**, veterinary assistant, and Chris Harmon exchanged wedding vows on September 20th at The Fifth Maine Regiment Memorial Hall on Peaks Island. The ceremony was followed by a Cocktail Cruise around Casco Bay and reception at The Mariner's Church Banquet Center.



**Stevie Barnett** not only had a wedding but also welcomed her daughter, Eva, who made her appearance at 3:33 A.M. on June 18th. Her furry "sisters," Lola and Tussa, are just thrilled and watch over her diligently.



**Laurie Mitchell**, technician, gave birth to her second child, Josefina "Josie" May, on June 29th. Josie was welcomed by Sam and Laurie, a very proud big sister, Amelia, their 14-year-old lab/pit bull mix Bagel, and their 13-year-old kitty, Kobe.