



## Welcome 2021!

It has been quite a year and we at Parkway Animal Hospital are looking forward to some good cheer in 2021. While we are all anxious to return to normalcy, in the mean time we must stay with curbside services and other Covid-19 protocols. In addition to curbside services, we have started drop off accommodation exams for our clients for pets with urgent needs. For an additional \$25 fee your pet can be hospitalized for the day and examined by one of our room doctors as time permits.

As you may have noticed there have been some big changes within the last few years at Parkway Animal Hospital. There's a few new faces here: we had some staff retire or move on to other opportunities and we've added some truly fantastic members to our team! Please remember that with this expanded growth come expanded services but also some growing pain as new staff learn the ropes. We understand this can be frustrating but please give everyone patience and respect .

It is important to remember that for Parkway Animal Hospital to provide veterinary services a valid **Veterinary Client Patient Relationship (VCPR)** is needed. Such a relationship can only exist if a veterinarian at Parkway Animal Hospital is allowed to examine your animals and be involved with the oversight of their medical care. Ideally this relationship would be renewed on an annual basis, but after 3 years of no activity on an account we consider that the VCPR has been terminated.

As an AAHA hospital we have always been committed to the highest level of veterinary care but as we grow we are expanding our services in the following areas:

- Herd Health (Horses, Cattle, Pigs, Sheep, Goats, Alpacas and Llamas)
- Small and Large Animal Reproductive Services
- Small Animal and Equine Dental Services
- Orthopedic surgery
- Exotic Animal Medicine and Surgery

Contact us to learn more about these expanding services.

### COVID-19 Protocols

Call us at 541-672-1621

Upon arrival to the building please remain in your vehicle and give the office a call someone will be out to collect your pet; don't forget to leave a cell phone number so that the doctor can reach you once the exam is complete.



A terminated VCPR means Parkway Animal Hospital can no longer provide services to the animals in the household, this includes but is not limited to: providing after hours exam and treatment services, laboratory services such as fecals, providing advice over the phone or via email, or dispensing any medications. We know these services are critical to patient care so we encourage all our clients to maintain the **VCPR** through annual exams or farmcalls.

If you feel your pet has a **veterinary emergency** please call us immediately. If it's during office hours let a receptionist know straight away. If it is after hours you will be directed to our call service. Please realize this service is only available for current clients of record with a valid VCPR as described above, this means if we have not seen an animal in your household within the last 3 years you need to schedule an appointment immediately to be re-instated as a client. Our emergency service fees range from \$85 to \$175, and after-hours phone consultations start at \$25.

#### **Veterinary Emergencies**

- Deep wounds bigger than a quarter in length
- Bleeding that doesn't stop on its own within 5 minutes
- Trauma like being hit by a car or attacked by another animal
- Breathing problems
- Eye injuries
- Severe vomiting or diarrhea (multiple times per day)
- Not eating or drinking (more than 24 hours)
- Fever (A rectal temp of over 103F)
- Labor difficulties

We wish you all the best this New Year and we look forward to serving you and your animals,

**The Doctors and Staff at Parkway Animal Hospital.**