

# Heathmont Vet News



## Special Care for Special Friends

HEATHMONT ANIMAL HOSPITAL PTY. LTD.

### A word from the boss....



Meow meow, Springtime came and went and now summer is here before we got our Spring newsletter out so this is a combined issue.

We would like to let everyone know that we have reorganized the clinic and we now have a small cattery which is open now for your beloved cats.

This issue covers pet insurance, dog grooming, our new cattery clinic (it's the best), flea season and Blossom the cat rescue.

Now don't forget springtime and early summer is one the worst seasons for fleas so if you notice scratching, itchy around the rump, you can see fleas, or you yourself are finding bites on you then come down to the clinic for some flea control (not for you but for your pet).



## Pet Insurance — Should you have it?

Recently, Choice magazine published a review of pet insurance in Australia. In response to the report, the Herald Sun ran an article citing that veterinary costs had blown out up to 500% for some treatments in the last two years, due mainly to higher levels of care and greater options.

As would be expected, the newspaper was very selective in the statistics they used to justify their headline but it does highlight the fact that access to more sophisticated equipment and treatments means the cost of veterinary treatments, particularly by specialists has risen substantially in recent years.

This raises the question of whether pet insurance is a luxury or is it becoming a necessity? In Australia, pet insurance has never been as popular as it is in countries such as the UK and the USA. However attitudes are changing and now there is a greater emphasis on health care plans. As the Choice article states, "if you count your furry friends as part of the family, it makes sense to have a health care plan for your pet."

Health care plans help to change the focus from cost of treatment to good treatment outcomes. It is indeed distressing for all concerned when an animal is euthanased because owners cannot afford treatment. As one person put it, we don't see headlines about the cost of roof trusses after storms. We do see stories of owners getting their life back to normal after lucky escapes.

Most of the problems with pet insurance companies stem from defining pre-existing conditions so the best way to avoid this is to take out pet insurance from the start. We have brochures for some companies or you can go on-line to compare companies and

"If you count your furry friends as a part of the family, it makes sense to have a health care plan for your pet."

- Choice Magazine



Issue 71  
Summer 2011

1 Dickasons Road.  
Heathmont 3135

Tel: 9729 4466

www.heathmontvet.com.au  
info@heathmontvet.com.au

### Clinic Hours

|            |                   |
|------------|-------------------|
| Mon – Fri: | 8.30 am – 7.30 pm |
| Sat:       | 9.00 am – 3.00 pm |
| Sun:       | Emergency service |
|            |                   |

### THE TEAM

#### Vets:

Peter Green  
Karyn Rayner  
Kate Harslett

#### Nurses:

Tracie Owens  
Liz Shaw  
Elyse Carmichael  
Jackie Hall  
Leeanne Croote  
Gabrielle Green

#### Groomers:

Graham Upstill  
Annette Marchant

#### The Boss:

Divia

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# HAH Happenings

**Peter**— has returned from a wonderful holiday in Europe with his wife Liz. They had a great time and went to many museums, and look forward to planning their next overseas trip in a couple of years time. He is off in January again volunteering at a Southern Cross Kids' Camp.

**Kate & Karyn**— were our main vets on while Peter was away and due to their great work the clinic ran smoothly. Thank you!

**Kate**—had a well deserved break for 10 days after being with us for 10 months now and went hiking along the Great Ocean Walk.

**Christine**—We would like to thank Christine for her great grooming she has done for us over the last 2 years. She has moved to Queensland to run her . Christine always made your pooches look so great !! Thank-you very much Christine. Have a lovely warm life in Queensland!

**Belinda**—has decided that working 7 days a week is not good for her health and so has had to drop her day with us. Belinda has been a great addition to our team for we can't quite remember how many years and we will miss her.



## DOG GROOMING



We have had lots of changes with our grooming recently. As mentioned above, Christine and Belinda have both left us. Fortunately we have managed to secure 2 new wonderful qualified groomers, Graham and Annette, so we are able to offer grooming on Tuesdays, Wednesdays, Thursdays and every second Saturday. If you need your dog groomed before Christmas you will need to book in early.

Remember we guarantee our service so if you are not happy with a groom we will fix it for free. We get a number of cases of dogs that were groomed elsewhere and develop clipper rash after a groom, resulting in an extra veterinary bill. Part of our guarantee means that in the unlikely event your dog develops a skin irritation within a day of being groomed here, we will treat it at no cost to you. We also offer discounted vaccination if done while the dog is here for grooming.

## PET INSURANCE: SHOULD YOU HAVE IT?

*(Continued from page 1)*

policies. Most policies have similar conditions as there is only one main insurance underwriter in Australia.

Choosing a suitable health care plan requires some research but is highly recommended. Options include:

1. Pet Health Insurance. Avoids paying large veterinary bills and can provide third party cover if your dog causes damage or injury.
2. Self Insurance. This is putting aside a set amount in an investment account in case of need. Lots of people talk about this but few actually do it.
3. Payment plans such as Care Credit allow you to pay off large bills over time (usually 6 months) interest free. You still have to pay the full cost over that 6 month period.
4. VIP Club. This is our in house scheme which allows clients to spread payment for preventative care (vaccinations, flea and worm control) over 12 months and also provides free consultations over that time. Doesn't cover surgery or medication

We recommend spending some time in considering what option suits you best.

## RE-OPENING OF OUR CATTERY

The time has come and we are proud to announce we have moved the clinic around and now have a cattery within the clinic. It will only be a reasonably small cattery holding up to 5 cats at one time. Your cat will have the advantage in case they need any medical attention they are in the right spot. The cattery room is heated and nice and bright with a big window for sunlight to stream in. Clients can bring the cats favourite foods or let us supply the food. Our wonderful nurses and vets can administer any medication that the cat may be on.

Your cats will need to be up to date with their vaccinations.



# Flea season is here!



What a horrible time of the year for our beloved pets. Flea season is upon us (well not us we hope, but your pets). Fleas love this time of year. It has become warmer and we have had lots of rain around, they are hatching becoming active and landing on your pets.

Flea infestation can occur very quickly, particularly during the warmer months (October-March), and their excessive biting can cause blood loss, skin irritations such as flea allergy or transmit parasites such as tapeworm. To provide for maximum flea control, remember to:

- Treat all pets at the same time
- Wash your pets bedding
- Maintain the program all year round, particularly throughout the warmer, humid months when fleas are most active.

Keeping your pet free of fleas is relatively easy provided you break the flea breeding cycle using one of the many fantastic flea control products we sell at the clinic. Come in and talk to us about what product would suit your pet. Examples are COMFORTIS, ADVANTAGE, FRONTLINE PLUS, ADVOCATE, REVOLUTION, SENTINEL AND ADVANTIX.



## Blossom - Cat rescue

The last thing that Rebecca thought would happen while she was away was that one of her cats goes missing and the other finds herself stuck up a tree for 4 days!!

However while Rebecca was in England her husband rang worried about the two cats. Blossom the 18 month old black cat, who usually resides inside, managed to find her way out the back door and up the tree in the back yard. Rebecca's husband Jason was quite worried about her and got in touch with Rebecca after she refused to come down. Rebecca suggested that Jason call the fire brigade, so Jason did just that. When the fire brigade came out, they tried getting blossom down but as blossom was scared of them she ran further up the tree out of reach. The fire bridge could no longer help. Jason then contacted the RSPCA, SES, the council and even tree removalists to seek help. No one would help. On the morning of the 4<sup>th</sup> day Rebecca phoned us from

England very distressed about Blossom. We then phoned her husband and gave him **Nigel's Animal Rescue** phone number, who came out straight away to rescue her. Blossom was happy to be back in the house with some food as she was extremely hungry.

As for Rebecca and Jason's other cat Buddy, well he still hasn't returned home the couple are hoping someone may have taken him in thinking he was lost. It is in Buddy's nature to wander and he loves meeting new people. The 2 kids especially miss Buddy so if anyone sees him please phone the clinic.

Buddy is a 2 yr old, domestic Short hair male Ginger and white.

# FOLLOW US ON FACEBOOK

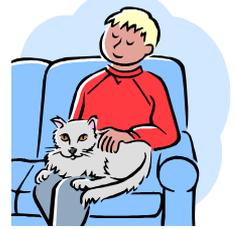
facebook

Like millions of people around the world, Heathmont Animal Hospital has also jumped on board and we are on Facebook. Come follow us on Facebook, ask questions, look at photos, meet our staff, keep up with clinic news and special offers  
Like us on Facebook and go into the draw to win a double movie pass..

## House Sitting Available.

Elyse is a reliable vet nurse who has been house sitting for clients for 3 years now. If you are heading away on holidays and want an alternative to cattery and kennels, house sitting may be for you.

Contact Elyse at the clinic for further details.



# Smile a while



"It's simple. My nurse blindfolds me, I spin around a few times, and then I try to reattach your tail."



# Heathmont Vet News

Surface  
Mail

Postage  
Paid

Summer  
2011

If undeliverable, return to  
1 Dickasons Road  
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Inside this  
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