



# whitehorsevet

veterinary hospital of excellence

## WHAT'S IN STORE FOR 2019?



Thank you to our incredibly valued clients for entrusting the team at Whitehorse Veterinary Hospital to look after your fur babies. In this newsletter you can read more about the changes and improvements that have taken place this year around our Accredited Hospital of Excellence. We continue to strive to provide the highest standard of medical and surgical patient care in Melbourne. We are often reminded by others of how lucky we are to have a workplace filled with a variety of pets. From rats to rabbits, the occasional bird or reptile and of course all of our cat and dog patients. Some pets require more Veterinary attention than others and when we need to see your pet more regularly we can obviously become very attached to them! They can steal our hearts quickly as we grow to love them as one of our own.

In the past year we have had to say goodbye to a few of our favourite patients. Although the pain of our loss can seem overwhelming at times, there is nothing else in life that compares to the absolute joy of owning a pet and experiencing their unconditional love in return.

It still never ceases to amaze us how some pets (particularly some dogs), so look forward to a visit to the Vet. They barge through our front doors

pulling on their lead, tongues hanging out in anticipation of plenty of attention (and liver treats) from our doting Receptionists and Nurses. This then results in the opportunity to pull equally as eagerly, as they are welcomed by one of our Vets into the consult room. We really do love having patients who are just as excited to see us as we are to see them!

In the past year we have celebrated successful complete remission of cancer patients we are treating, dozens of successful knee reconstructions and many more successful treatments, surgeries and general procedures. People often ask us about our most interesting cases. In late 2018 we had a run of dogs who all fell seriously ill due to bowel blockages. Over a period of a few weeks we surgically removed a corn cob, a peach stone, a 12cm wooden skewer, a 25cm long knotted cord of string and a pair of underpants! This made for a busy time for us all but thankfully each patient made an excellent and fast recovery.

Our lives at Whitehorse Veterinary Hospital are certainly never dull! Thank you all again for allowing us to share in your pets precious lives.

Regards,  
Dr. Shaun Wynne

# IMPROVING PATIENT CARE

OUR EFFORTS TO ACHIEVING GREATER OUTCOMES



We are constantly on the look out for opportunities to improve or add to our services offered. We are very excited to introduce new services, equipment & facilities that will improve our patient care & achieve great outcomes for both yourself and your pet.

First on the list, we introduce our **online booking service**. This allows our clients to have access to our schedule & book appointments anytime, anywhere. To book an appointment online, simply visit our website [whitehorsevet.com.au](http://whitehorsevet.com.au) & click 'Make a booking'.

Next we have recently installed **human-grade procedure & theatre lights** within our hospital. With advance lighting we can see a great amount of detail to assist with surgical procedures & examinations.

Ever asked us about payment plans? We are excited to announce the launch of **Oxipay** in 2019. We will be an official Oxipay merchant that **provides loans from \$20-\$14000, on the spot approval & 98% approval rate**.

We will be undergoing staff training in the new year, so watch this space for when this service will become available.

*"Seeing patients walk out the door looking & feeling better than how they came in, is the most rewarding aspect of our job"*



A big achievement we have been able to make is our recently converted **cat ward**. This ward is specific to our feline friends **creating a stress-free environment** while being hospitalised with us. This ward is for **cats only, completely private & a quiet sanctuary for cats**. With brand new caging, a variety of toys & a felihway diffuser - we have noticed a big improvement with feline compliance due to lowered stress levels.

What is next for our felines? This year we hope to achieve our **Cat Friendly Clinic accreditation with ISFM - international cat care**.



Another exciting service that has recently undergone a revamp is our **Puppy Pre-School**. Dr Stephanie & Senior Nurse Abbey both take an interest in animal behaviour (both canine & feline) & are excited to provide our clients with such a fantastic service.

Puppy Pre-School is held here at the clinic on Tuesday evenings for a three-week course. We encourage all pups that are between **8-14 weeks of age to join in on the fun**.

## Want it now?

It can be yours right away with **4 easy payments**.  
No interest. Ever!

**oxipay**



Available  
**NOW!**

# Staff Announcements



& then there were three..  
Our team had baby fever in 2018 with three new members arriving.  
From left to right we have nurse Emma V's first child & daughter Zoe, nurse Summer's first child & son Benjamin and lastly nurse Gemma's third child & first daughter Mackenzie.  
Our hearts are filled with joy for their families.



*Congrats!*

**SHAUN**

Officially an Honourary Fellow for mentoring Melbourne Uni Vet Students



*Congrats!*

**STEPH**

On completing her Master of Veterinary Studies (Small Animal Practice)



A couple of vets, a few more nurses & a management team saw the Whitehorse family grow. Last year we welcomed nurses **Emma B, Amy & Lauren**, had a couple of familiar faces return, **Courtney & Abbey** who are a part of the management team - responsible for areas such as staff training & business administration, and lastly we welcomed **Dr Steph & Dr Sebastian** who expended our veterinary team to five!

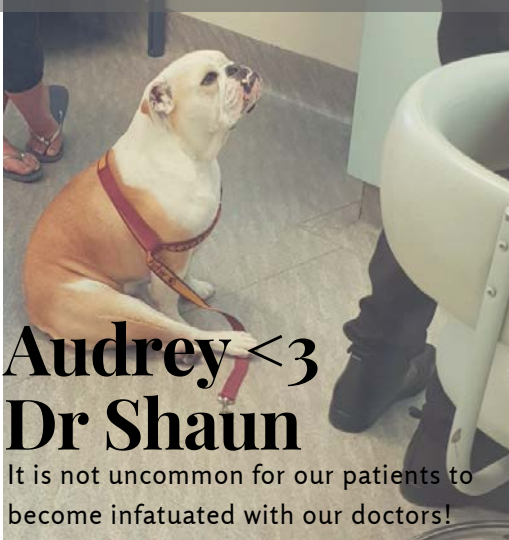
# MOST MEMORABLE MOMENTS OF 2018

MEMORIES WE JUST HAD TO SHARE!



welcome little one!

LOVE FOR OUR WILDLIFE



Audrey <3  
Dr Shaun

It is not uncommon for our patients to become infatuated with our doctors!



warm,  
loved  
& cute.



Full team effort  
Cesarean

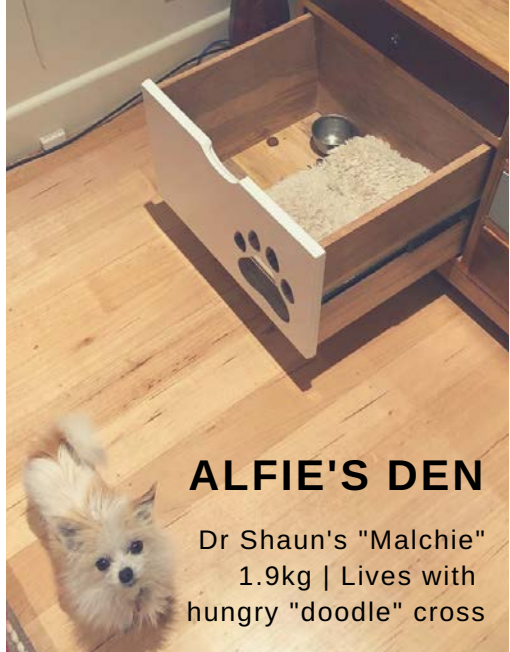


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Vet Nurses

In October we celebrated Vet Nurse Day

THANK YOU TO OUR AWESOME VET NURSES!



ALFIE'S DEN

Dr Shaun's "Malchie"  
1.9kg | Lives with hungry "doodle" cross



CUDDLES WITH

WATER & MELON



GRACIE

DR ROD'S RESCUE KITTEN