

## How To Tell Excellent Veterinary Care

As with human medicine, it can be very difficult for the client to tell if he or she is receiving quality care. Good relations with the doctor and staff are important, but they are not everything. Here are some guidelines that may help you to choose your veterinarian.

**Are their Licensed Veterinary Technicians on staff?** Yes. We *only hire Licensed and Credentialed Technicians at Madison* to assist and care for your pets. These individuals are specifically trained to perform all diagnostic testing and assist the doctors in all areas of patient care and client communication. You and your pet deserve the best trained and qualified caretakers for your pet care needs. We accomplish this with the quality of our staff.

**Do the doctors and staff participate in continuing education?** Yes! Our doctor's of Veterinary Medicine (D.V.M.'s) complete specific requirements of continuing education every year as a condition of employment at Madison. Our DVM's are passionate about the care your pet receives and are motivated to continue learning new or additional information or techniques to always provide the highest level of care to your pet. Currently Michigan does not require continuing education for a D.V.M.'s to maintain their license. Many DVM's in other hospitals do not advance their knowledge base beyond what they knew coming out of veterinary school. Unfortunately that leaves tremendous gaps as the science of veterinary medicine advances every year. At Madison Veterinary Hospital it is mandatory that every year our D.V.M.'s and technical staff complete continuing education to constantly improve our skills and training.

**Does the hospital use pain medication on a routine basis?** Yes when appropriate. We routinely utilize pain medication during most surgical procedures and to aid the healing process. We assess the potential pain of your pet and prescribe what is appropriate.

**Does the hospital use cardiac and / or respiratory monitors when your pet is anesthetized?** Yes! To properly care for your pet while under anesthesia we protect your pet by utilizing specific monitors to indicate the pets' heart and/or lungs are operating properly. As we treat your pet and utilize our skills in surgical procedures, these monitors are an additional step to protect your pet in case of a life-threatening episode during a procedure. Many hospitals do not use any type of monitoring equipment during surgical procedures. At Madison Veterinary Hospital it is non-negotiable that we would risk your pets life by not using these valuable tools to protect your pet

**Are pre-anesthetic blood tests mandatory?** Yes. Pre-anesthetic blood tests give us a window to what is happening inside the body. These valuable tests let us know prior to anesthesia induction that the heart, lungs, liver and kidneys are working properly and that introducing anesthesia to the pet is safe!! If there is an additional risk to your pet, we need to know about it before anesthesia is provided to your pet. It could be fatal otherwise, and is an unnecessary risk no loving pet owner should take. We make this test mandatory to protect your pet and family. Many hospitals are willing to skip this step,

without explaining the risks to the pet owners. Our level of care and concern for the pet's and their owners will simply not allow us to skip this step and potentially risk the life of your beloved pet.

**Are they performed on site for immediate results?** Yes! We utilize our in house laboratory to perform multiple diagnostic tests including pre-anesthetic blood screens to protect your pet.

**Do the doctors perform a pre-anesthetic physical exam?**

**Does the American Animal Hospital Association (AAHA) inspect the hospital to ensure it meets the mandatory standards of certification?** Yes! We are proud to be AAHA certified since 1974! Less than 15% of all veterinary hospitals in North America are AAHA certified. This certification utilizes an independent evaluation team to come and inspect participating hospitals every 3 years on more than 900 standards of care. This process helps us be a better quality hospital, proving higher than normal standards of care to our community. We feel our clients deserve the best quality care and being AAHA certified is a great way to continually raise the level of care we provide and a benchmark of quality clients can look for and easily understand and appreciate.

**Is the hospital clean and well maintained?** Yes. We work hard to maintain an attractive, clean and comfortable environment for our clients and patients.

**Does the hospital recommend a preventative blood screen and urinalysis to monitor the health of your pet?** We do normally recommend yearly blood screens and urinalysis for your pets' health and well being. The operations of the vital organs in the body are quickly asessed with these diagnostic tests. They are inexpensive tests and yet hold a tremendous amount of value and information as to what is happening inside the body of your pet. These tests along with quality Gold Standard Physical Examinations help us prevent disease and keep your pet healthy.

**Does the hospital recommend / refer to a specialist or a doctor with advanced training in an appropriate specific field?** Absolutely!! We have several quality specialty practices available within a reasonable distance to Madison Veterinary Hospital. There are Board Certified experts in most areas of veterinary medicine at these facilities. If your pet is in need of / or would benefit by a referral to one of these Veterinary Experts we would refer to the appropriate qualified individual immediately. As a standard of care we believe your pet deserves this level of commitment, care and excellence even when it is a service at another facility.

**Does the hospital have provisions for after-hours emergency care?** Yes. When we are closed, there is an excellent emergency facility located less than a mile away from Madison Veterinary Hospital. **Veterinary Emergency Service (V.E.S.) is located at 28223 John R in Madison Heights** (between 11 and 12 Mile Rd on the west side of John R. **Their phone number is 248-547-4677.** Veterinary Emergency Service is independently owned and operated.

We are proud of the fact that Madison Veterinary Hospital meets the above criteria. All veterinary facilities are NOT the same. When you are deciding on quality animal medicine for your pet, please take the above information into consideration.