

The Bark & Mew

Information & Updates from Falconbridge Animal Hospital & Village Veterinary Hospital
November 2013 Volume 2 Issue 1

Changes at Falconbridge & Village

If you have visited our hospitals in the last month or so you may have noticed that we have transitioned to a new software program. We know from the outside these changes can look unnecessary sometimes, so we wanted to take a minute to let you know what has already changed and how we plan to move forward using the system in a way that helps you and your pets.

Things that have already changed:

- Integrated on- and off-site laboratories to help ensure the quickest possible pick up of test samples and return of results
- Digital Whiteboard allowing easier tracking of patients in the hospital and their treatment plans
- Improved communication with Pet Portal for online requests and pet vaccination information
- Attach photos to patient records to help with identification
- Improved work flow to ensure every patient gets everything needed
- Improved estimate system for thorough treatment plan options
- Charts and graphs for tracking patient weigh changes

Still to come:

- Additional imaging options for viewing and tracking changes in medical conditions
- Electronic medical notes for increase legibility and ease of sharing information
- Additional correspondence options

We Want Your Pet's Picture!

We have the ability to attach your pet's photograph to their digital record. We can take a photograph of your pet while they are here, or you can e-mail one to Info@FalconbridgeAnimal.com. Make sure to put your name and the pet's name in the message. If you sent multiple pets' pictures in one e-mail, make sure we can tell who is in each picture. No group shots, please!

The best pictures for our software are those that have a plain background. Close-ups of your pet's face are usually best. If your pet has distinctive markings you may want to send a picture that shows the whole pet.

Once your pet's picture is attached to their record, it will print on your receipts. We will be able to use the picture to confirm who a lost pet is should they be brought to us by a good Samaritan. (More than one pet has made a visit here in that manner!) Pictures also give us an additional way for our team members to verify who is receiving medications and which boarder



receives a particular food. And most importantly, we think they are fun!



Gearing Up For The Holiday Season

It's our favorite time of year here at Falconbridge Animal Hospital & Village Veterinary Hospital because it's our opportunity to help give back to our community.

- **Meals-On-Wheels Raffle:**

November 1st thru December 31st we will be collecting donations & offering raffle tickets to benefit Meals-On-Wheels of Durham.

Our goal is to collect enough money and food to keep the pets of our local seniors fed for the whole year!

- **Paws & Claus:** Holiday pet pictures – proceeds to benefit Meals-On-Wheels of Durham – We're still trying to nail down a date with Mr. Claus, but he assures us that he or maybe some of his holiday helpers will stop by to pose with us.

Parking At Falconbridge Animal Hospital

When you come to Falconbridge we encourage you to park as close to the building as you can! Our team members try to park in the spots furthest from the building. The reason? For the safety of your pets! Most pets are excited when they come to visit us. Whether it is because they love to see us or they are a little nervous, they are usually on high alert and may be startled more easily.

The closer you are to the building, the farther you are from the highway when you and your pet get in and out of your



car! So with or without your pet, please park near the building, and our team members will park near the road.