



Autumn 2019

Welcome...

Welcome to our autumn newsletter. In this issue we introduce a brand new product for cats to fight fleas and worms, we discuss the implementation of our new appointments policy, and we introduce Kylie's exotic family of pets. Congratulations to our new puppy school graduates, thanks for being fantastic! As always, thanks for the continuing support of our practice and team.

See you soon,

The Team from the Old Reynella Vet

Congratulations to Dr. Quinn and his wife Ioana on the arrival of Alexandra.

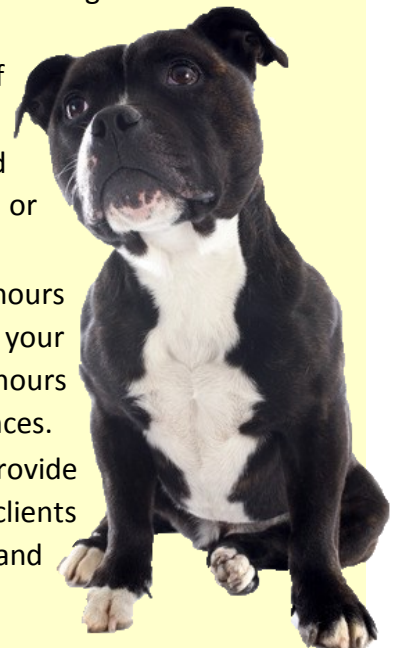


Appointment Etiquette — how to get the most out of your visits with us.

As we have become a busier practice in recent times we made steps to implement online booking, and SMS reminders regarding appointment times to assist clients in accessing our clinic facilities. Recently we have had increasing numbers of people failing to show for appointments, coming in late or cancelling without allowing adequate time for us to reschedule for someone else.

- We generally consult week days between 9am until 11am, then from 4pm until 7pm. On Saturdays we consult from 9am til 1pm. During the middle part of the day (except Saturday) we perform surgery. On occasion we can offer appointments at other times but this is decided on a day to day basis. Consultation is made by appointment only with exception given to genuine emergency cases.
- Most scheduled appointments are 20 minutes long. Please understand if a patient arrives late for their scheduled time, it can quickly make us run behind for other clients who are on time. If you miss your scheduled appointment time entirely, we may need to reschedule to another time or day.
- We have had to implement a cancellation timeframe of no later than 2 hours before your scheduled appointment. This allows us ample time to fill your appointment slot. Failure to cancel or attempting to cancel inside the 2 hours will incur a \$25 fee. This fee will be waived under extenuating circumstances.

While these measures seem harsh, please understand we want to be able to provide the best care to as many of our patients as possible. By having our clients understand that we want to be available to everyone when they need us and abide by these policies we hope to be able to provide better care for all.



OLD REYNELLA VETERINARY CLINIC
Dr. Hazel Cable & Associates



PO Box 962 Reynella SA 5161

OPENING HOURS:

Monday to Friday: 8am—7pm

Saturday: 8:30am—1pm

Sunday and Public Holidays: CLOSED

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CONGRATULATIONS TO OUR PUPPY PLAYSCHOOL GRADUATES

Introducing a new parasite control for cats

We asked for it, and it is finally here! New Bravecto Plus for Cats provides the best flea and tick prevention in conjunction with heartworm and intestinal worm protection in a spot on that lasts two months.

Now we can offer a super-safe product that lasts twice as long as its predecessors and kills fleas faster. This means that any flea burden in the environment is brought under control quickly and without the need for sprays, bombs and nasty chemicals.

Bravecto Plus for Cats is available in three sizes and can be used on kittens as young as 9 weeks of age.

Bravecto plus for cats is available over the counter, so pop in if you would like to know more.



MEET OUR PETS– Kylie's Exotic Zoo!

Of all our nurses, Kylie arguably has the most unusual pets. Having lost her beautiful dog a few years back, she decided that instead of getting another dog she would try fostering a ferret named Bear. A few years later, she keeps a business of five ferrets; Bear, Mitch, Mervyn, Drake and Koda. Kylie takes her ferrets to the Royal Show and the Animal Expo every year whilst volunteering for Forever Ferrets Rescue.

Along with her ferrety family, Kylie also keeps three water dragons named Diego, Diaz and Consuela, and a short necked turtle named Myrtle! Her reptiles are very spoilt, having a huge outdoor run to enjoy the sunshine in.



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