

FIND US AT OUR NEW HOME
 Located just off I-279 in the North Hills of Pittsburgh, PVSEC is easily accessible from points throughout the Greater Pittsburgh area, as well as Ohio, West Virginia and Western Pennsylvania.

Specialists by referral only

Emergency is open 24 hours, 365 days a year.

412.366.3400

PITTSBURGH VETERINARY
 SPECIALTY & EMERGENCY CENTER



Pittsburgh Veterinary
 Specialty & Emergency Center
 807 Camp Home Road
 Pittsburgh, PA 15237



REFERRAL DISPATCH

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A QUARTERLY NEWSLETTER FOR REFERRING VETERINARIANS

In June 2008, Pittsburgh Veterinary Specialty & Emergency Center opened its doors and marked the official joining of two leaders in veterinary care in Western Pennsylvania: Pittsburgh Veterinary Specialists (PVS) and the Veterinary Emergency Clinic (VEC). The daytime specialty practices of Pittsburgh Veterinary Specialists included Surgery, Ophthalmology, Internal Medicine and Dermatology services prior to their relocation to the 30,000 square foot hospital in Ohio Township. After-hours, weekend and holiday emergency care was the main focus of the Emergency Clinic, which worked closely with the specialty practices to provide round the clock care for hospitalized patients, and often transferred patients to the daytime specialty services for advanced diagnostics or treatment.

The new facility features individual departmental treatment areas for the Ophthalmology and Dermatology departments, and an expansive, open treatment area on the first floor, occupied by the Surgery, Neurology, Emergency, Internal Medicine and Oncology departments. Although patients are treated in areas dedicated to the individual practices, the openness of the treatment area facilitates seamless transitions in patient care and interdepartmental consultation. Among the eleven patient wards are departmentally specialized wards, such as surgical recovery, oncology, ultrasound, endoscopy, dermatology and ophthalmology areas, as well as areas shared by multiple groups, such as ICU, fluid wards, and isolation.

The fully equipped in-house laboratory includes VetScan, Hema-True, DriChem, I-Stat, and SCA2000 analyzers, as well as several microscopes used for in-house cytology. Advanced diagnostic technologies offered at PVSEC include:

- Brainstem auditory evoked response, electromyography, and nerve conduction testing
- Video Otoscopy
- Ultrasonography (abdominal, thoracic, cardiac / ECHO, thyroid and biopsy)
- Digital Radiography
- Electroretinography
- Ophthalmic Cryosurgery
- Phacoemulsification (cataract removal)
- MRI/CT (performed on-site by PetsDx Veterinary Imaging)
- Arthroscopy, Laparoscopy, Thoracoscopy



NEW PRACTICES & NEW DOCTORS – EXPANDING SERVICES AT PVSEC

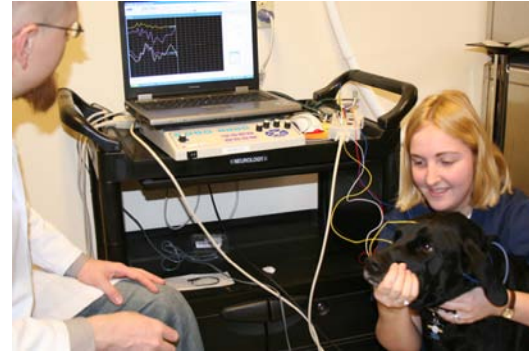
A new building brought many opportunities for the practices of Pittsburgh Veterinary Specialists to expand, and also to consolidate.

Pittsburgh Veterinary Dermatology, once across Route 8 from the main PVS/VEC hospital in Shaler Township, now shares the second floor of the new hospital with the Animal Eye Clinic of Pittsburgh and PetsDx Veterinary Imaging. The newly expanded Ophthalmology Department at PVSEC now features three board-certified ophthalmologists, and an enhanced ability to see urgent ophthalmic cases more quickly. Dr. Mike Finn recently joined the department after serving as a clinical assistant professor of ophthalmology at the Oklahoma State University veterinary medical teaching hospital. Bringing PetsDx Veterinary Imaging under the same roof as the specialty practices has facilitated patient workups, fostered cooperative interactions, and allowed expansion of diagnostics offered by Surgery, Neurology, Oncology, and the other specialty and emergency services.

The addition of a board-certified neurologist to PVSEC's staff brought new and enhanced areas of expertise to both the Surgery and Internal Medicine Departments. Dr. Edward MacKillop treats medical and surgical neurological disorders of all types, including brain and spinal cord surgery. Dr. MacKillop joined PVSEC in September, 2008, after completing his neurology residency at North Carolina State University.

The Surgery Department recently welcomed another board-certified surgeon. Dr. Michael Doornink joins the group following a clinical instructorship at Auburn University, where he taught clinical small animal surgery to students, interns, and residents. Dr. Doornink is trained in soft tissue, oncologic and orthopedic surgery, and has an interest in minimally invasive procedures.

A further expansion in Medicine services resulted from the fall 2008 arrival of our oncologist, Dr. Rebecca Newman. Dr. Newman completed her oncology residency at Michigan State University in 2008, and provides treatment, diagnostics and management of all cancer related diseases. Future expansion of the Oncology Service will include addition of the only radiation oncology facility in Western Pennsylvania. Future goals include the addition of Cardiology and Radiology Departments.



PVSEC EMERGENCY IS NOW OPEN 24-7-365!

At our previous location in Shaler Township, after-hours, weekend and holiday emergency service offered by the Veterinary Emergency Clinic was limited by space - but never by demand. The PVSEC Emergency service opened at our new location on Camp Horne Road on June 2, 2008, and hasn't closed since. The resulting instantaneous increase in demand called for a twofold expansion of emergency veterinarians and staff!



Beyond the addition of staff to diagnose and treat emergency patients and provide critical care, the increased space at the new facility allowed for dedicated areas for emergency triage, diagnostics and monitoring. The hospital ICU is staffed around the clock, providing critical care for patients of the Emergency and specialty services, alike. Climate-controlled cages in the ICU allow treatment and close monitoring of patients requiring oxygen therapy. An exotics ward within the ICU

contains specialized cages for seriously ill and injured pocket pets, reptiles and avian patients. An expanded Isolation ward, complete with negative-pressure ventilation and a separate exit, allows PVSEC to care for and monitor patients with contagious illnesses without jeopardizing the health of other hospitalized patients.

OUTREACH AT PVSEC

PVSEC strives to continue to provide leadership in the veterinary community by fostering communication with referring veterinarians and providing advanced veterinary educational opportunities and supporting animal welfare. Through such programs, we hope to better serve referring veterinarians, enhance communication, facilitate the referral process, and ultimately benefit the veterinary community, our mutual patients and their owners. A continuing education program, to be hosted at PVSEC, will provide a forum to share our expertise in a broad range of specialties. In addition, three recent veterinary school graduates will form the founding class of small-animal rotating interns at PVSEC in June, 2009.

The first educational event geared toward Referring Veterinarians will be held at PVSEC on Thursday, March 12, from 7:00 – 9:00 PM. Attendees will have a chance to meet some of the specialists at PVSEC, discuss some of the interesting cases encountered by the specialists and learn more about referring cases to PVSEC. The following month, on Tuesday, April 7 from 7:00 – 9:00 PM, Dr. Sandy Sargent will conduct a course for Continuing Education Credit. The course, titled "Mange Madness: What's new and not so new in the treatment of Demodectic and Sarcoptic mange", will offer attendees more insight into a common yet troubling dermatological condition, and will also provide 2 credit-hours of PA State Board-Approved Continuing Education.

Another new program at PVSEC is the Animal Care and Assistance Fund (ACAF). This 501(c)(3) non-profit fund was founded by Dr. Kenton Rexford, head of the PVSEC Emergency Department, and was instituted to provide emergency financial assistance for life-saving veterinary care provided at PVSEC. Owners of pets are financially responsible for all services performed at PVSEC, but may apply for assistance through ACAF if they are unable to pay the full cost of diagnostics and

treatment of life-threatening conditions that have a good prognosis. Funding decisions are made on a case-by-case basis after medical review of the patient's case. Due to limited availability of funds, only treatment provided at PVSEC is eligible for financial assistance. Future ACAF/PVSEC outreach programs will include establishment of a veterinary blood bank, and development of a humane research and clinical studies program. More information, including how to make tax-deductible contributions to the fund, is available through the ACAF website: www.animalcarefund.org, email info@animalcarefund.org or phone 412-348-2588.



THE REFERRAL PROCESS MADE EASY!

1. If you have a critical or emergency referral, please call us and fax the referral sheet to alert us that the referral is time-sensitive. We will make every effort to get your patient into our clinic as soon as possible.
2. For emergency referrals, you are welcome to send patients through the emergency department and they will be assessed, triaged, and transferred to the appropriate specialty service as needed. Please send all pertinent medical records, lab results, and radiographs with the patient or FAX them to our office with the referral form.
3. For radiographic consults on potential referrals, please call ahead to alert us if it is a time-critical problem. This will ensure that we are looking for the radiographs and will respond in a timely fashion. Please send radiographs to the attention of a specific specialty service.
4. Routine referrals are scheduled as soon as possible within the client's schedule. To accommodate urgent cases, appointments for stable or asymptomatic patients may involve a longer delay. We maintain cancellation lists for owners who would like to come in sooner and are available on short notice.
5. We are happy to provide a cost estimate to either you or your clients before referral. We will discuss a more detailed and accurate estimate with the client at the time of consultation. This may differ from the preliminary estimate if the patient's condition is different from our expectations. Providing a detailed case summary, laboratory results, and medical records with the referral makes it easier to provide an accurate initial estimate and reduces calls for additional information the day of the appointment.
6. Please call us promptly with feedback . . . particularly if we are not meeting your expectations.