

Dogs are exercised outdoors three times a day. Appetite, bowel movement, and urination is monitored for each pet and statistics are recorded daily. Our facility is air conditioned with additional air flow provided by ceiling fans, plus continuous background music with air and water filters also installed.

All pets are discharged during normal business hours Monday through Saturday. A complimentary bath will be given upon discharge; if their stay is for more than 3 days.

Payment/Fees

In order to keep costly bookkeeping expenses to a minimum, we do not bill. Payment is expected at the time services are rendered, or upon discharge for hospitalized patients. For your convenience, we accept personalized checks with appropriate I.D., and major credit cards. We make every effort to maintain fair and reasonable fees consistent with the services provided. An estimate of proposed services will be made available upon request. We will consult with you if any changes in a diagnostic and , therapeutic plan are needed which will either increase the risk to your pet or alter the estimated fees.

Staff

Our staff has been carefully selected for their dedication to quality, their ability, and their attitude towards pets & people.

Paraprofessional

RECEPTION:

The cheerful voices on our telephones belong to our receptionists. They run our front office, facilitate communication between doctors and client, and maintain our medical records.

TECHNICIANS:

Our animal technicians are responsible for patient care, .surgical nursing, diagnostic testing, client education and dietary care.

BATHER/HANDLERS/ASSISTANTS:

These very important staff members are responsible for the comfort of our patients, and the cleanliness of our clinic. They also assist the doctors and technicians in all aspects of patient care.



Professional (Veterinary)

Haydee Perez-Tirse, D.V.M., C.V.A.

Dr. Haydee Perez-Tirse graduated Summa Cum Laude, from the Universidad Nacional Pedro Henriquez Urena in 1986. She has obtained varied experience in orthopedic medicine by working for the Animal Orthopedic Hospital and also in emergency medicine for several local emergencies clinics. In 1993, she received her certification in the specialty field of Veterinary Acupuncture and is currently utilizing this modality of treatment in conjunction with western medicine to treat ailing pets.

Dr. Perez- Tirse is a member of the American Veterinary Medical Association, Florida Veterinary Medical Association, South Florida Veterinary Medical Association, International Acupuncture Society and the Association of Avian Veterinarians. She also instructs pet owners on the prevention of diseases in a weekly newspaper column.



PANDA ANIMAL CLINIC

Welcome

This brochure has been written in order to familiarize you with our hospital procedures.

Our entire staff welcomes you to Panda Animal Clinic. We understand how very important your pet is to you. In a very real sense your pet is a member of your family and, like any family member, deserves the finest quality health care.

Your pet is just as important to us. We are dedicated to providing the most modern veterinary care. We have set our standards high, and have always been a member of the American Veterinary Medical Association.

We are full-service clinic offering preventive medical treatment and consultation, routine check-ups, surgical procedures and laboratory analysis. We have the latest in modern technology with an automatic X-ray processor, in-house laboratory blood cell counter and our surgical suite has several cardiac and respiratory monitors, along with the new anesthetic being used in human hospitals called Isoflurane, which is very safe for our older patients.

You are encouraged to call our office with any questions concerning the care of your pet. We'll be glad to refer to your pet's files and provide current health care information.

Basic Services

- Immunization/Preventive Medicine
- Examination/Consultation/Outpatient Care
- Complete Pharmacy
- Diagnostic Laboratory
- Radiology (Xray)
- Electrocardiograms (EKG)
- Ultrasound
- Anesthesia
- Dentistry
- Emergency Service
- Surgery
- Acupuncture
- Intensive Care
- Hospital Care
- Holistic Medicine
- Physical Therapy
- Boarding
- Prescription Flea Control

- Pick-up and Delivery Service
- Euthanasia, Only when it is humane to terminate suffering. Please do not ask us to euthanize a pet that might otherwise be helped medically.

First Visit

When Bringing your pet in for a check-up remember it may be a little uneasy about new people and animals. This is one of the reasons we ask that you restrain your pet before coming into the clinic.

We suggest animals be placed on a leash, in a pet carrier or held in your arms before entering the waiting room. Your pet and others in the waiting room. Your pet and others in the waiting area will appreciate the extra care.

If you think your pet has a contagious disease you should call us first with details - we will make special arrangements for such.

Hours / Appointments

Our normal Business hours are:

Mon - Fri: 7:30 a.m - 5:00 p.m

Sat: 8:00 a.m - 3:00 p.m

Sun: Closed

To allow ample time for all patients and scheduled surgical procedures we operate primarily by appointment; But walk-ins are welcome. You are welcome to leave your pet with us before you go to work, and pick up after work. Please call in advance to arrange for this service. Housecalls are also available upon request to those unable to come to our clinic and we also offer a pickup and delivery service.

Like Humans, pets do not synchronize their illnesses with an appointment book and surgical procedures sometimes take longer than planned, so an occasional appointment delay is inevitable. Please realize that we make a sincere attempt to see each client on time and a phone call is appreciated by all if an appointment needs to be rescheduled. A missed appointment is a loss to every one. Please provide reasonable advance notice if you cannot keep your appointment.

Emergency Service

Emergency service is available until 12 o'clock midnight. We will make every effort to respond quickly to your call for help by calling (305) 542-9515. However, should the doctor be unable to contact you promptly or in the event your pet needs immediate intensive care, you may be referred to several emergency clinics in the area.

Medications

The wrong medications at the wrong time can be very detrimental to your pet's health. Always follow the directions on your pet's medication precisely... do not save them for future use. Never give your pet human pain killers or other human medication they can be deadly. Use only medicine that has been prescribed by a veterinarian and **KEEP ALL MEDICATIONS OUT OF THE REACH OF CHILDREN AND PETS.**

Boarding/Visits

We realize that there is "no place like home" for your pets and that we cannot duplicate the environment to which they are accustomed. However, it is our sincere purpose to provide a safe, comfortable, and caring environment for them while under our attention.

Reservations are required for boarding, which we provide as a service for our clients. For the safety of all pets in our charge we require that all vaccinations be up-to-date. Please bring proof of most recent vaccine history.

Animals requiring veterinary attention (such as defleaing, deworming, etc.) will be taken care of at owner's expense. If your pet is currently taking medications or has any medical conditions, please make us aware of this and we will make special provisions.

Visits are permitted at our discretion only, a constant flow of people tends to excite all pets in the kennel. We prefer that you do not visit while your pet is boarding with us.

If your animal is hospitalized, visiting hours are after 3:00 p.m. from Monday thru Friday.