



New Cancellation Policy

Our Goal is to provide quality medical care for your pet in a timely manner. In order to do so we have had to implement an appointment & boarding cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care.

In order to be respectful of the medical needs of all patients, please be courteous and call the hospital promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. This is how we can best serve the needs of all our patients at Mt. Airy Animal Hospital.

How to Cancel Your Appointment

If it is necessary to cancel your scheduled appointment we require that you call by 10a.m., (1) working day in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. To cancel appointments please call 215-248-1886 for Mt. Airy appointments,

and 610-825-6622 for Andorra appointments. If you do not reach a receptionist you may leave a detailed message on the voice mail. You may not cancel via email.

No Show Policy

A "no show" is someone who misses an appointment without canceling it by 10 a.m. (1) working day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to be present at the time of a scheduled appointment will be recorded in the patients chart as a "no show". If there are two recorded "no shows" a \$15.00 fee will be billed to the account. Future services may be withheld until this service fee is paid. Three "no shows" and the client will be required to pay up front for an office visit over the phone with a credit card.

Late Cancellations

Late cancellations will be considered as a "no show".

Boarding Cancellations

New Clients

If you are a new client to Mt. Airy Animal Hospital and wish to board your pet you are required to make a \$25.00 deposit at the time you schedule your appointment with a credit card over the phone or with cash in person. The \$25.00 will be applied as a credit to your bill. Your pets boarding reservation should be cancelled 24hrs prior to the arrival date. If you cancel late or "no show" this deposit is non-refundable.

Existing clients

Cancellations of boarding reservations not made at least 24 hours prior to scheduled arrival, will be charged one day boarding fee.

Leptospirosis and Your Pet



"The disease can be serious for both humans and animals."

What is leptospirosis?

Leptospirosis is a disease is caused by spiral shaped bacteria called leptospirosis. It occurs worldwide and can affect humans as well as many wild and domestic animals, including dogs and cats. The disease can be serious for both humans and animals. In people, the symptoms are often like the flu, but sometimes leptospirosis can develop into a more severe, life-threatening illness with infections in the kidney, liver, brain, lung, and heart. For more information on leptospirosis in humans, look at the following site: http://www.cdc.gov/ncidod/DFBMD/diseaseinfo/leptospirosis_g.htm

Your pet can get leptospirosis too, and although this has not happened often, the disease has been diagnosed more frequently in the past few years. The information given here will show you how to protect yourself and your pets from getting leptospirosis and what to do if your pet does become environment continuously or every once in a while for a few months up to several

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How do people and animals get leptospirosis?

The bacteria are spread through the urine of infected animals, which can get into water or soil and can survive there for weeks to months. Humans and animals can become infected through contact with this contaminated urine (or other body fluids, except saliva), water, or soil. The bacteria can enter the body through skin or mucous membranes (eyes, nose, or mouth), especially if the skin is broken from a cut or scratch. Drinking contaminated water can also cause infection. Infected wild and domestic animals may continue to excrete the bacteria into the environment continuously or every once in a while for a few months up to several years.

If your pet has become

infected, it most likely came into contact with leptospires in the environment or infected animals. Your pet may have been drinking, swimming, or walking through contaminated water. Because of increased building and development into areas that were previously rural, pets may be exposed to more wildlife, such as raccoons, skunks, squirrels, opossums, or deer that are infected with leptospirosis. Dogs also may pass the disease to each other, but this happens very rarely.

What pet animals get leptospirosis?

All animals can potentially become infected with leptospires, although cases of leptospirosis in cats are rare.

What are the signs of leptospirosis in pets?

The clinical signs of leptospirosis vary and are nonspecific. Sometimes pets do not have any symptoms. Common clinical signs reported in dogs include fever, vomiting, abdominal pain, diarrhea, refusal to eat, severe weakness and depression, stiffness, severe muscle pain, or inability to have puppies. Generally younger animals are more seriously affected than older animals.

What should I do if I think my pet has leptospirosis?

Contact your veterinarian immediately. Your veterinarian can perform tests to detect the presence of leptospiral antibodies or organism in your pet.

Is there a treatment for leptospirosis in pet animals?

Yes, leptospirosis is treatable with antibiotics. If an animal is treated early, it may recover more rapidly and any organ damage may be less severe. Other treatment methods,

such as dialysis and hydration therapy may be required.

The time between exposure to the bacteria and development of disease is usually 5 to 14 days, but can be as short as a few days or as long as 30 days or more.

What should I do if I have been told my pet has leptospirosis?

If your pet has been confirmed by your veterinarian as having leptospirosis, the appropriate action to take will depend on the nature of contact with your pet. Normal daily activities with your pet will not put you at high risk for leptospirosis infection. Types of contacts that are considered to be high risk include direct or indirect contact with urine, blood, and tissues of your pet during its infection. Assisting in the delivery of newborns from an infected animal is also considered a high-risk activity for transmission of leptospirosis.

If you have had these types of high-risk contacts with your pet during the time of its infection, inform your physician. If common symptoms, such as fever, muscle aches, and headaches, occur within 3 weeks after a high-risk exposure, see your physician. Tests can be performed to see if you have this disease.

How can I protect myself and other people when my pet has leptospirosis?

The risk of getting leptospirosis from a dog in standard instances is suspected to be low. The primary mode of transmission of leptospirosis from pets to humans is through direct or indirect contact with contaminated animal tissues, organs, or urine. Always contact your veterinarian and your physician if you have concerns about a possible exposure to an infected animal

We've Gone Digital

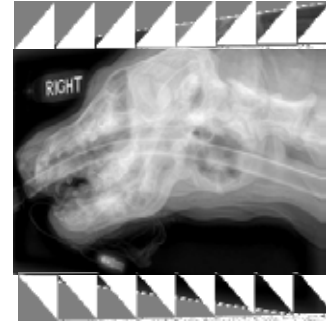
We have recently acquired a Sound Technologies DR ex digital radiography system that has allowed us to provide our clients and patients with a higher level of medicine than ever before. Digital (or computerized) imaging techniques came to x-ray in the 1980s when analog to digital (A/D) converters and computers were also adapted to radiology systems. "Digital imaging" has led to a similar improvement and renaissance in x-ray just as it has in home and professional audio. Just as many recordings and music albums now sound sharper and better than ever on a digital compact disk (CD) player than on an older (analog) record player, digital x-rays often look sharper and cleaner than the analog version.

Benefits of digital technology to all x-ray systems include:

- Lower dosage x-rays can often be used to achieve the same high quality picture as with film
- Digital x-ray images can be enhanced and manipulated with computers and sent via a network to other workstations and computer monitors so that many people can share the information and assist in the diagnosis.
- Digital images can be archived onto compact optical disks or digital tape drives saving

tremendously on storage space and manpower needed for a traditional x-ray film library

- Digital images may be retrieved from an electronic archive for future reference
- Digital x-ray imaging does away with film processing which involves the use of several chemicals that are harmful to the environment.



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