
WELCOME

Welcome to East Lake Hospital for Animals, Ltd. a full-service hospital providing high quality professional health care for your pets. We are an AAHA approved hospital offering preventive medical treatment and consultation, routine health exam, geriatric exam, nutritional counseling, digital radiography, digital dental radiography, digital ultrasound, surgical and dental procedure, therapy laser, laboratory analysis, grooming and boarding. Our hospital is equipped with three exam rooms, a laboratory, grooming & bathing rooms, two treatment areas, a modern surgical suite, an x-ray room, an intensive care unit, hospital and isolation wards, boarding kennels and indoor runs.

The health care staff at East Lake consists of dedicated and caring veterinarians, certified veterinary technicians, groomer, receptionists/veterinary assistants and ward attendants. Our courteous and qualified staff will gladly answer any questions you may have concerning the care of your pet.

For your convenience and your pet's health, we carry a selection of prescription foods, nutritional supplement, grooming aids and flea/tick control products. Please ask us about your pet's dietary and grooming needs. We will be glad to talk with you and explain the use of the products that we offer.

HOURS/APPOINTMENTS

Our normal business hours are:

Monday – Friday: 7:30am – 6:00pm

Saturday: 7:30am – 12:00pm

In order to offer the best possible care for your pets, we see all clients by appointment. We make a sincere attempt to see each client on time, but sometimes emergencies do arise and surgical procedures may take longer than planned, so an occasional appointment delay is inevitable. In the event that you are unable to keep your appointment, please call as soon as possible so that we can reschedule your visit.

While inside the clinic, we ask that your pet be placed on a leash, held in your arms or kept in a carrier for the safety and comfort of all.

Please help us to keep our hospital clean by walking your dog outside if a bathroom break is needed.

EMERGENCY SERVICE

Emergency service is available on a 24 hour basis. Payment of an emergency fee is required at the time of the visit. Every effort will be made to respond quickly to your call for help, so please remember to leave a concise message with your phone number. Simply dial the office number at **446-3010** and follow instructions to obtain EMERGENCY assistance.

PAYMENTS/FEES

Payment is expected at the time services are rendered. A deposit is required for all hospitalized and emergency patients. We make every effort to ensure that all fees are fair and reasonable, and you are encouraged to discuss an estimate BEFORE services are rendered. We accept cash, personal checks, MasterCard, Visa, Discover, American Express and Care Credit with appropriate identification.

BOARDING

Reservations are encouraged for boarding. Call early for holidays. For the safety of all pets in our charge, we require that vaccinations and fecal exams be up to date. Pets requiring veterinary attention and/or parasite control will be taken care of at the owner's expense. If your pet has special dietary or medical needs, please alert a staff member at admission. To maintain a clean and comfortable environment, we prefer to provide our own soft mats, bedding or towels so that they may be washed as needed. All pets are admitted and discharged during normal business hours (holidays excluded), or on Sunday at **5:30pm**. Any other care or services provided during Sunday hours will be considered emergency services and charged accordingly.

GROOMING

Grooming and bathing is an important part of maintaining good health in your pet. We provide these services on an appoint basis Monday, Wednesday and Friday. All pets must be current on vaccinations and fecal exams. Drop off time is **7:30-9:00am**. Pick up time will be arranged with you. Our groomer will be happy to trim your pet to your specifications. All baths and grooms include a nail trim, ear cleaning and anal gland expression. Flea control products are available on request. PLEASE ASK US ABOUT FLEA AND TICK CONTROL.

MEDICATIONS

Always follow directions on your pet's medications precisely. **DO NOT** save them for future use. Never give human medicine to your pet-it could be deadly. **KEEP ALL MEDICATIONS OUT OF THE REACH OF CHILDREN AND PETS.**

GENERAL HEALTH

Routine health exams for your pet are the best prevention for disease. Be sure to contact our office if you notice any changes in your pet's behavior, appetite or water consumption. The earlier a problem is diagnosed, the better long-term health your pet will have.

Having your pet vaccinated against contagious diseases and checked for internal and external parasites is a very important part of maintaining good health. We begin vaccinations in puppies and kittens at 6 weeks of age. It is important to start vaccines at this time and to perform the necessary boosters at 3-4 week intervals to provide adequate immunity.

Unlike humans, adult animals need periodic boosters to maintain protection from infectious diseases. An individualized immunization plan will be recommended for your dog based on his or her risk factors. Dogs should be vaccinated against canine distemper, parvovirus, leptospirosis, Bordetella, rabies, Lyme disease and canine influenza. Dogs should be tested for intestinal parasites and heartworm disease and maintained on heartworm prevention.

Cats should be vaccinated against feline distemper, upper respiratory viruses, rabies and may include feline leukemia.

Cats, birds and all exotic pets need a yearly fecal exam to detect internal parasites.

Beginning at 8 weeks of age, ferrets should be vaccinated for distemper and as adults should receive yearly distemper and rabies boosters.

*Providing the Danville area with quality
veterinary services since 1966*



EAST LAKE HOSPITAL FOR ANIMALS, LTD.

William B. Cooper, DVM



AAHA

Our Goal:

*Providing the finest health care for
your pet*

Small animal medicine and surgery
Digital Radiology
Digital Dental Radiology
Digital Ultrasound
Laser Surgery
Therapy Laser
Dentistry
Grooming & Boarding
Nutritional Counseling
House Calls Available

Excellence in Small Animal Care

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www.eastlakehospitalforanimals.com