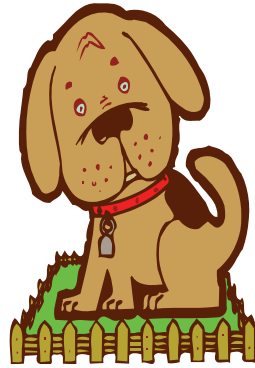


Another Improvement At ESVH



In keeping with the times and trying to improve our quality of medicine, we have recently purchased an ultrasound machine. In the past, whenever we've had a candidate that needed an ultrasound, we've referred them to another hospital for the procedure.

Soon we'll be able to offer the convenience of ultrasonic imaging right here in our office. The machine that we purchased is a state of the art portable

ultrasound machine. It will enable us to better diagnose problems in our patients.

Dr. Sammie and Dr. Clair will be attending training sessions on the new ultrasound machine in February. They will be flying out to Chicago and Philadelphia for the training. Once our ultrasound machine is implemented, it will help to alleviate the need to travel long distances to have an ultrasound performed.

The ultrasound machine works in conjunction with telemedicine to help diagnose problems with accuracy. Once an ultrasound is completed on a patient, the results are sent telephonically to a board certified specialist who helps our doctors interpret the results of the ultrasound. This way you can be confident that the ultrasound that your pet receives at ESVH is accurate. The ultrasound machine should be implemented by February.

More Appointments

Later Appointments

Ultrasound Imaging

Housecalls

Puppy Parties

Accommodating our Clients

We have recently made a few adjustments to help accommodate our clients. We will be offering later appointments from 5pm-6pm on Tuesdays and Wednesdays for our clients who can't get into the office on a workday during our business hours. These appointments fill up fast, so make sure you schedule your appointment well

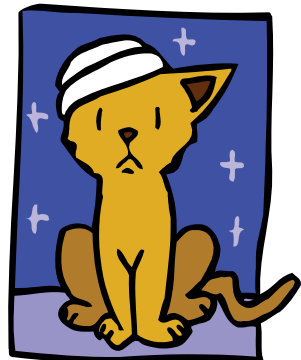
in advance.

Don't forget our puppy parties every Tuesday and Thursday evening from 7pm-8pm. Melissa will still be running the puppy parties on Tuesdays, while Dr. Clair will be overseeing the puppy parties on Thursdays. Puppies will learn such things as socialization, basic commands, and how to

address behavioral problems.

Also, for an additional fee, Dr. Clair and Melissa are still making housecalls on Fridays. This is a convenience offered only to our clients. However, housecalls do book approximately one month in advance, so call early to schedule a housecall.

Great Gifts



We have a new product that we absolutely love! Urine-Off odor and stain remover is a new bio-enzymatic formula that we discovered at the veterinary conference in Denver this past summer. Kristi, one of our Healthcare Team Members, saw Urine-Off on display and de-

cidated to give it a try at home with her pets. She loved it so much, that she brought the product to a meeting and offered a demonstration to the rest of the staff. We were so impressed, that we now stock Urine-Off for purchase. Urine Off eliminates any kind of pet

urine odor. It makes a great gift. Come in today for a free demonstration.

Also remember our great line of canine Kong products. We also just got our first shipment of Kong products for the feline companion in your life. Stop in for details.

Free Veterinary Pet Insurance

Eukanuba puppy food is offering a new promotion in conjunction with Veterinary Pet Insurance (VPI). When you bring in your new kitten or puppy for their initial consultation at ESVH, we will provide you with a Eukanuba Puppy or Kitten Care Package. The package includes a free trial of Eukanuba food, a Complete Care Guide on your new puppy or kitten, a coupon for a free bag of Eukanuba food when you purchase one of equal or

greater value, and 2 months of free Veterinary Pet Insurance.

When you purchase 12 months of Veterinary Pet Insurance, Eukanuba Foods will supply you with your first two months free. Veterinary Pet Insurance helps cover the cost of Diagnostic Tests, Prescriptions, Treatments, Hospitalization, Office Visits, Radiographs, Lab Fees, Surgeries, and Wellness Care.

Premiums for the VPI Superior

Plan start at less than \$19 per month for dogs and \$12 per month for cats. VPI covers over 6,400 medical problems and conditions related to injuries, emergencies, and illnesses including cancer.

VPI provides you with peace of mind, knowing America's #1 health insurance plan for pets is there when an important member of your family becomes ill. 9 out of 10 veterinarians recommend VPI.



Lifetime License Changes

In a previous newsletter we had published an article on the Homeagain Microchip to help identify your pet in a national database should he/she ever get lost. We also offer tattooing where you can get a lifetime license number for your pet through the Monroe County Treasurer's office, and we will

tattoo the number onto your pet either on the inner flap of their ear, or their inner thigh.

Now you can use your pet's microchip number as their lifetime license number. There is no need to have the number tattooed on your pet. Simply call our office to have a Homeagain Microchip inserted

into your pet. Then take the microchip number to the Treasurer's office, where they will register it as your pet's lifetime license. The advantage to having a lifetime license is that there is only one nominal fee for the license, and you don't have to renew your pet's license every year.

*Your Pet's
Homeagain
Microchip Can Now
Act As Their
Lifetime License!*

Flea and Tick Preventive for the Winter Months

Don't forget to give your pet their flea and tick preventive during the winter months. Last year at our team training meeting, we changed our policy on flea and tick preventives during the winter months. We saw flea and tick infestations all through the long winter months last

year. We found out that fleas and ticks can live in weather when the temperature reaches 32 degrees. Therefore we re-evaluated our policy about discontinuing your pets' flea and tick preventive during the cold months.

We recommend that your dogs

stay on Heartguard Plus and Frontline Plus all year round. We also recommend that your cats stay on Revolution all year round. The winter months bring enough problems as it is. Don't let flea and tick infestation add to the troubles. Protect your pets all year.



East Stroudsburg Veterinary Hospital
353 Prospect Street
East Stroudsburg, PA 18301

Phone: 570-421-0931
Fax: 570-421-3178

ESVH

*Celebrating Healthy Pets
Through Wellness*



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Who's Who at East Stroudsburg Veterinary Hospital

Over the next several months, we will be featuring staff biographies on a few of our Health Care Team members. I actually learned some new things when interviewing our first two candidates. I chose two of our staff supervisors.

One of the faces that is most easily recognized when you enter our office is that of Darcy Englert, our Health-Care Team Supervisor. Darcy has been with our office for two and a half years now. She stated that she wanted to be a veterinarian ever since she was a little girl. Prior to coming to our hospital, Darcy had lots of customer service experience in the food and beverage industry. When she started at our hospital, she was a Health Care Team Member, and she rapidly proved herself worthy of becoming the Health Care

Team Supervisor. She has held that position for over two years. Darcy has been married to her husband Ken for four years now, and they have two black labs, Buck and Hunter. One of Darcy's many amazing talents is that she has great memory. She can remember even the most remote detail when asked. Darcy and her husband Ken are hoping to start a family soon. Speaking from experience, she is one of the most wonderful people to work with.

Our second featured supervisor is Fran Latona. Fran is our Kennel Supervisor, although she does so much more. Fran started in the veterinary medicine field 15 years ago, and even worked in a hospital where it was just her and the doctor. Fran has been with our practice for 2

years. She has been the kennel supervisor for that entire time. Fran also backs up our nursing team when they are overloaded. Fran has a compassion for animals that shows in everything she does. I have seen Fran go beyond the call of duty on several different occasions. On one such occasion, Fran eased the mind of a little girl who was reluctant to leave her pet here overnight for treatment by having the girl draw a picture of her dog and keep it by her bed while Fran drew a picture of the little girl and placed it in the dog's cage. Fran has had many years experience as a veterinary technician. Fran lives with her husband Fred, and has four children ages 7-13. She also has a multitude of pets including dogs, cats, guinea pigs, and a Blue Fronted Amazon Parrot.

The East Stroudsburg Veterinary Hospital Mission Statement

At one of our team training meetings we were instructed to come up with a mission statement. We wanted the mission statement to be part of the entire team's feelings on how we would like your

visit here to be perceived. Each Health Care Team Member composed their own mission statements, and then we voted on the best. Our unanimously approved mission statement is as follows:

"Here at East Stroudsburg Veterinary Hospital, we provide the highest quality veterinary care to meet your pets needs, while providing you, our clients, with the personalized attention you deserve from our highly educated Health Care Team."

"STAFF STUFF"

We were surprised recently by a visit from Audrey Kilpatrick, one of our former nurses. If you remember, she left us to go out to Ohio to attend veterinary medical school. She stopped in with her new puppy "Zip," and stated that she and her husband Dave are doing very well. She had a very good first semester. She's been taking courses such as anatomy and radiology.

Dr. Sammie and Dr. Clair will be taking the staff to New York to see the Westminster Dog Show in February for our Christmas party. We will spend the day at the dog show, and

then they'll treat us all to dinner. Last year they took us out for dinner, and then took us to a comedy club. It was a blast!

Since our last newsletter I (Brad) celebrated my year anniversary here at ESVH. Melissa, Kristi, and Tina celebrated their two year anniversaries here. We had many birthday celebrations this quarter. Fran celebrated her birthday on October 11th. Darcy celebrated hers on November 11th. Carol enjoyed her day on December 2nd. Vyolet had a birthday on Christmas Eve, and Alicia celebrated her birthday

on December 28th.

Dr. Sammie and Dr. Clair will be taking Whitney to her first obedience match in January.

Sadly, we said goodbye to Tanya, one of our longest employed nurses this month. Tanya left to go back to college and receive her Master's degree in Environmental Science.

We also are saying goodbye to Dr. Lou. Dr. Lou is leaving us to take on a full time job at Lehigh Valley Animal Hospital. He will hopefully be pursuing a surgical rotation sometime this summer.

