

RUFUS RITCH

Rufus is cat of the La Perm breed. They have a tight, slightly fuzzy, wavy coat and have a very sparse, almost bald skin when they are kittens. Mrs Ritch took Rufus with her on holiday to Kenmore, where she travelled for a short break in the Spring. One day, out of the blue, he disappeared! This was April and Mrs Ritch had to come home and leave the 9 month old Rufus, but every weekend she travelled to Kenmore to look for him, handing out leaflets to everyone and offering a reward. Hopes of a happy ending were long gone when four months later, someone reported seeing him near their home – he was very distinctive and everyone had seen the many posters! He was very wary but started taking food from this person, but only at a distance. It took another month before he could be caught and he came back to Dundee 5 months after he had gone missing! He was brought to Parkside and was found to have many ticks and an infestation of fleas. These were soon eradicated and his weight loss was soon reversed. Good job it was summer. He also had a microchip which is invaluable if your cat is found by a stranger, as it gives a way for you to be contacted and re-united with your cat (or dog). In the meantime Mrs Ritch had found a replacement kitten, so now she has two and is thrilled with outcome.



ACUPUNCTURE

This is available from Claire Mitchelson, one of the Vets who work part-time at the Dundee surgery. We have found this to be very good for both acute pain (as in a back injury) as well as chronic pain (as in arthritis). As in people, it is not always successful. You may be referred to see Claire by one of the other Vets or you can phone us directly to make an appointment with her. Please indicate that this is for an acupuncture assessment. Charges are available from reception

FEES, CHARGES, BILLS

“What’s the worst four letter word”, a client was asked. “Fees” was the reply!

“What is the worst client” a Vet was asked. “One who does not pay their bill” was the reply!

The cost of Veterinary treatment is considerably less in Dundee than it is, for example, in Edinburgh. Despite our hospital standard premises, our fee structure has not changed since we moved and we are confident that you will see it compares favourably with those of other Vets in our area. Many things are much cheaper – our James Wellbeloved dog food is even cheaper than the Dundee Pets at Home superstore!

When your pet is seen at the surgery, you are charged an Examination fee (like a Plumber’s labour charge). To this we add the cost of drugs used (the plumber adds the cost of parts used). Then we are both forced to add Value Added Tax, where the Government adds 17.5% tax to the total bill. If your pet has an operation, the charges are similar, with the examination cost replaced by a surgery fee. This reflects the Vet’s time operating, nursing care, cost of preparing and sterilising instruments, kennelling the pet, post-op care, bedding and cleaning etc. On top of this you will be charged for anaesthetics, drugs, drips, Xrays and other procedures (endoscopy, ultrasound etc) if your pet requires them. At the end there is the usual 17.5% VAT added to the total. We try to have fairly fixed costs for most ops, so you can have an accurate estimate, but some are an unknown entity when we start and will be charged on a time basis. Injuries may need many dressings over the subsequent weeks, with a charge for each one. The inpatient that needs lots of fluids for several days has a daily hospitalisation charge on top of the surgery and/or treatment. We do itemise bills for your information and we try to keep you informed of a bill as it grows. Please ask for an estimate and we can oblige.

Payment for a bill is made as you go - after an op, after a consultation. If your pet is insured, then we can help you recover your costs. You pay us and then the insurance company reimburses you, less your excess. We take cash, cheques, credit and debit cards, so there is plenty choice for all! You can even pay over the phone. If you are unhappy, please tell us, because we aim to give your pet the best treatment for a good value-for-money price. A happy client comes back to us!