

### Sarah-Mae

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After 7 years of dedicated service, Sarah-Mae has taken a career change to be a fulltime mum. However, she will be helping us out occasionally as a relief nurse to cover for holidays etc. We would like to thank Smae (as she is affectionately known) for all the nursing expertise she provided us over this time, and hopefully also in the future.



### Ashleigh

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After a year of working for us while Sarah-Mae was away, we are pleased to announce that Ashleigh is now a permanent employee of TSAS, and has taken on the fulltime role previously held by Smae.



### Kathryn

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Previously allocated to our service as part of an agreement with our landlord (since 2005), Kathryn is now also directly employed by TSAS. Her experience and knowledge of our business, case types and clientele is an invaluable resource.



### Consult fee

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From 1st September, we are raising our fee for the initial one hour consult to \$170. This is the first increase in this fee for over two years, and remains very competitive with other local specialists.

### AVS

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Don't forget, Ruth has yet to present her talk on 'Bandages: unravelling the mysteries'. Originally scheduled for February, she will now be presenting this on Thursday 22nd August at the AVS meeting.

### E-referrals

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Our online referral form has been used by several referring vets, and to date, with few if any problems. If you want to 'try before you buy', I'd be glad if you to gave it a go with a fake patient - just make sure you call the patient 'Fictitious' so I know.

### Phoning us

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If your call to us is non-urgent, and between 9am to 2.30 pm Monday - Thursday, you are welcome to bypass our landlords reception, and dial 7117 at the welcome message. Derek should answer your call in most cases. If he can't, please leave a voicemail. E-mail is another good tool for non-urgent enquiries, and is checked daily.

### MRI and CT

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Do remember we have access to MRI and CT for non-urgent cases. However, due to our very good working relationship with our provider, we can sometimes get a case in at short notice. Ruth and one of our nursing staff are with and monitoring the patient at all times whilst undergoing the procedure, and isoflurane gas anaesthesia is usually used.

### Facebook

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We're using Facebook as a means to keep everyone updated on TSAS news, including staffing, absences, holidays, interesting cases, newsletters, talks, etc. To keep up to date with the activities of The Small Animal Surgeon, visit [facebook.com/smallanimalsurgeon](https://facebook.com/smallanimalsurgeon), and 'like' us. You can also access the Facebook page via our website ([smallanimalsurgeon.co.nz](http://smallanimalsurgeon.co.nz)).

## Away dates

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Ruth is away from Monday 19th August until Tuesday 27th August inclusive. Apart from that, it's business as usual.

## When referring cases

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We would like to clarify our situation with (emergency) referral cases (and our setup in general).

The Small Animal Surgeon is a single vet practice that is in no way owned by Franklin Vets. Dr Ruth Youmans (the specialist) is not employed by Franklin Vets. The vets at Franklin Vets do not see or manage cases for Ruth or for The Small Animal Surgeon. The Small Animal Surgeon employs only one vet (Ruth), two nurses (Ashleigh and Kathryn), and one administrator (Derek).

If Ruth is away, in surgery, or at MRI/CT, there are no other vets in the building at all that can see cases referred to her, or deal with clients of The Small Animal Surgeon. Thus we might not always be in a good position to take emergency cases (especially with no warning), and we cannot ask the Franklin Vets staff to help us at these times.

Our phone calls come to the reception at Franklin Vets, because we share the same building. It is essential that any enquires for The Small Animal Surgeon are clearly identified as such, as some of the Franklin Vets staff also take cases for ultrasound, or do second opinions.

Please always specifically ask to speak to someone from The Small Animal Surgeon (eg Ruth, Derek, Ashleigh or Kathryn), because the receptionists are not authorized to make appointments for us.

We realize that our 'set up' at the Franklin Vets premises may lead to some confusion. However we do not want this to be to the detriment of patients in need of urgent help. Where we think the patient's interests are genuinely better served at another centre we will always discuss this option with you too.

Please do not hesitate to give us a call if you have any questions or comments.

## Logo etc

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The Small Animal Surgeon is nearly 10 years old, and as such its time for a freshen up. We are considering various designs for a new logo, and possibly abbreviating the full company name to TSAS for use on letterheads etc. Any thoughts would be appreciated, especially on how you as our referring vets 'refer' to us when talking to clients.

## Very pleasing

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It is very flattering when we see previous clients (often from several years ago), returning to us for a new referral problem or with a new pet. In a specialist practice, repeat business is not the norm - so when we have a referral client that wishes to see us again, it makes us very happy!

## SPCA

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Ruth was asked by the SPCA to provide a morning discussion for them on pain management. Along with an early start and breakfast, Ruth and the SPCA team had an interesting and rewarding discussion on principles and practises relating to this topic.

## For sale

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Phillips HDI5000 SonoCT Colour Doppler U/S, but ... a problem at boot up - "Alert - error detected - diagnostics number 0017". The other bits seem to work. Has three probes - L7-4 Linear Array C.Vasc / Cardiac, L12-5 Linear Array 38mm, C5-2 Curved Array. May be useful for spare parts. If interested, let us know, including offer (pic opposite representative illustration only, not actual machine)

