



## Vet Visits

Did you know there is an ideal time to visit the vet? Most vet clinics and hospitals are open from seven or eight in the morning until early evening. Surgical and day patients get admitted first, which is always a hectic time. Surgery patients start in the morning and depending on the size of the practice, run-through lunch or into the evening. Surgical patients and pets that have been visiting for the day start going home after lunch all the way through to close. Our phones are really busy first thing in the morning, in the middle of the day when people are on their lunch breaks, and from about 4 o'clock (just after the school pick-up run) until we close and turn off the phones.

So obviously, if you need to call your vet, you want to phone outside of these busy periods. It's also unfortunate that if your pet is unwell, your vet is more likely to have the time to thoroughly investigate its problems if you come in before 3 pm. After 3 pm a lot of the staff are preparing to leave. We focus on sending home day patients and dealing with a full appointment book because everyone likes to come to the vet outside of their work hours.

Ideally, if your pet is sick, you want to come in before this rush. That gives us time to run diagnostics, get results back and formulate a plan. Later at night, we focus more on stabilising or sending unwell patients straight to emergency centres. Many vet clinics and hospitals won't have the capacity to work up and treat an ill pet after five o'clock. The earlier you can get your unwell pet into the clinic, the better. If you don't have a regular vet, you may have to ring many different ones until you can find one who can see you.

This week we have had many pet owners reporting they cannot get their pet seen at any of the local GP clinics. Now it's often like this after a public holiday, but this is still the worst I have ever seen it. This pressure is pushing on to our local emergency clinics as well. Over Christmas, we saw waits longer than a COVID line up for non-critical patients on public holidays.

Like many other sectors that cannot work from home and have to work through every lockdown, your vet, the nurses, and the front desk staff are exhausted. Please be patient and kind and I hope this insight into how many clinics work helps you if your pet gets unwell. Is your pet up to date with their preventatives?

Have you noticed any new lumps on your pet's skin that you are worried about?  
Book an appointment now by calling us on 8265 3399 or by visiting  
our website ([ttgvet.com.au](http://ttgvet.com.au)) and using the 'Book Now' button.