

WELLINGTON AFTER HOURS



When pets are unwell or there an emergency happens – it can be a stressful experience. Your first reaction as a caring pet owner is to seek help from a vet and a clinic that is familiar to you and your animals.

An After-hours service is an ethical obligation for any medical business, be it a dentist, doctor or a vet. No one can be available for work 24/7. Over the past few years with modern work pressures, we have seen a big change in the medical profession in the rationalizing and consolidation of the after hours services and care. Veterinary Clinics have not been excluded from this trend, which has been driven by the improved and higher standards of care expected after-hours, the associated increased costs of providing these after-hours services, and the improvements in roading and travel which has enabled rapid access to a facility located further away than your regular clinics.

The Maidstone Veterinary Clinic is committed to looking after your pets and their well-being and is open more hours than any other clinic in the Wellington Area. Five days a week we are open from 8 am to 8pm (with a vet nurse present from 7 am) and weekends / most Stat Holidays from 9am to 4pm. We are only closed for 4 days all year. In order to maintain our high clinic standards it is necessary to be closed and rest our staff at times.

With the opening of a new clinic in Upper Hutt promoting a 24 hrs service, we fully understand that owners now have the choice to go there rather than to the Wellington After Hours Vets (WAHVC), which is only a 20 to 25 mins drive down the motorway at the times when Maidstone is closed.

As your pet's vets, our recommendation is that you use the WAHVC because:

- It has been set up according to our standards of patient care with onsite diagnostic tools such as an x-ray machine, blood analysis and lab facilities, surgical and hospital care facilities. The team working there are Qualified and experienced Veterinarians (often with post graduate studies in trauma and afterhours patient management) whom actually spend the night shift on-site to provide continued and experienced care for animals that need it, with the assistance of trained Vet Nurses.
- If these skilled vets are unable to fill the shifts then experienced vets from the shareholder clinics will work there.
- Your pets, their case records and information are **automatically sent back to us** for continuation of care.
- Although it is a stand alone business, almost all clinics in Wellington are share holders (and thus co owners) of the WAHVC. We have input into the clinic's standards of care, the services they offer and the costs of treatment. The fees are reasonable and are set for a range of treatments and surgical procedures
- There is a management team which is overseen by senior practice owners / shareholders. Any adverse feedback received by us from our clients will be passed on, appraised for improvements and then acted upon.
- For all the above reasons, we think that the drive down the motorway is better for you, your pet and your wallet than any other option on offer.

The Wellington After Hours Veterinary Clinic is at the base of the Ngauranga gorge at 5 Mc Cormack Place (off the Jarden Mile turn off) - refer to the map to the right. Whilst it is an After Hours Veterinary Clinic, a courtesy call to make an appointment is preferred, so the Veterinarian and Nurse can prepare for your pet emergency (04 473 7545).

The following are current costs (at the time the Newsletter was written) you can anticipate for going to the WAHVC which includes an approx 25 min drive from central UH (\$40.00 vehicle costs for a return journey, or \$20 for petrol costs - will vary per car)

Consultation Costs:

Every day: 7pm -12am: \$90.00 12am - 8am: \$152
Weekend Days: 8am - 5pm: \$58.00

Other fees such as anaesthetics / x-rays / surgical fees etc will carry a 15 to 20 % premium compared to normal clinic fees due to costs of providing an afterhours service.

