

WHY HAVE YOUR PATIENTS WAIT?

By Kathleen Moran, Practice Administrator

As the Capital District's first referral practice over 25 years ago, we've had the distinct honor and privilege to care for thousands of local pets and their families. There are a few common themes to the feedback we have received over the years and they are surprisingly consistent.

✔ You Are Accessible

That's right. Regardless of the time or situation, we will get your patients seen in a timely manner. No waiting for Monday to be transferred from the ER to the surgeon. You get a direct line to the surgeon because one of us is always available. **If it shouldn't wait, it won't.** If it can wait until the morning, then we will make arrangements to accommodate your patient that day. Non-emergent cases are typically seen within just a few days. It's always been this way and we want you to know that we will continue to be available to receive your calls to discuss a patient at any time.

We brought our dog here after it was discovered that he had a mass on his spleen. I was able to get an appointment the next day, quickly scheduled surgery when it was needed, and felt informed during the entire process. Every staff member that we came in contact with was friendly and helpful, which made a stressful situation much easier! I especially was grateful for how much was communicated during the actual procedure/the follow-up afterward. —Caitlin Sise Curtin

I cannot thank VSRC enough for saving our Lab Max's life! He suffered from laryngeal paralysis and had to have tie-back surgery. On Sunday we came home and Max was not able to breathe, so we rushed him to the emergency vet. After they stabilized him and had him stay there overnight in an oxygen chamber, they recommended VSRC for his procedure. I called that morning and they were able to take him in within two hours. VSRC did such an amazing job saving his life. I've never written a review, but I had to this time. Cassy and I thank you so much for everything!! —Eric Pelcher

✔ You Are Reasonably Priced

By being admitted directly by the surgeon, a diagnosis and treatment plan can begin right away. No need to wait through the weekend and/or be transferred from emergency, incurring additional fees prior to getting the necessary treatment. We're here to help you help them as quickly as possible.

Dr. Glennon and Staff – We just wanted to thank you for taking such good care of our Gracie for such a reasonable price. She was so blessed to have your expert care. —The Lucks Family

✔ You Really Care

You bet we do. We love our animals and know you and your clients love yours. Most of all, we want to help you care for your clients' pets and return them to health. Not only do we have an exceptionally talented team, but they take pride in doing everything they can to make patients comfortable and give pet owners confidence they are in good hands.

Fantastic practice! They took wonderful care of my dog for his bilateral TTA and follow-up. When he pushed too hard and started limping 6 months post-op, they got him back in to check on him at no charge. —Jackie Gillingham

✔ You Are Truly Experts

Duke couldn't even put his foot down when he first got to VSRC. We didn't think he would ever have a second chance at life. We are so happy with the staff and that Duke got his second chance. Dr. Glennon did his research and had the best recommendations and opted for TTA2 which was a great choice! We came here desperate and put our trust in Dr. Glennon. I would definitely recommend Dr. Glennon. We drove over 2 hours just to get Duke the help he deserved! —Annabel Adams

Many of you have chosen VSRC to perform surgery on your own pets and we are very humbled by that. When considering referral, ask yourself, is it good enough for my pet?

🔗 Some Things You May Not Know About Us:

We don't just stay on top of trends, we are making them:

- VSRC is the most advanced and experienced surgical team in the Capital District
- Cutting-edge techniques include TTA, TTA2, PGR (patellar groove replacement)

The industry values Dr. Glennon's expertise:

- Nationally recognized speaker for KYON; teaches on the TTA technique
- Consults for KYON and tests new products
- Consults for Revivo Medical (back and neck medical device company)
- Consults for Rensselaer Polytechnic Institute – Biomedical Engineering

Dr. Glennon actively participates in research:

- National Institute of Health (NIH) Grant Co-Investigator
- Adjunct Professor at Albany Medical Center
- Authored over 20 articles

Dr. Fitzpatrick is among the best and the brightest:

- Valedictorian of her class at University of Florida, College of Veterinary Medicine
- Chief Surgical Resident at Cornell University Hospital for Animals
- Extensive research on tibial deformities associated with medial patellar luxation

👉 What Does This Mean For You And Your Patients?

A referral to VSRC will ensure your patients get prompt, and appropriate surgical care at a reasonable price, and your client's experience will be one that reflects well on you as their primary care veterinarian.

Consider calling VSRC first.

We will get your patients in, seen by a board-certified surgeon, treated, and back home with their family.





1641 Main Street • Pattersonville, NY 12137



Caring for patients from 3 locations:

- *Pattersonville* – Main Location
- *Gansevoort* – 35 Fawn Road (at Northway Animal ER Clinic)
- *Latham* – 223 Maxwell Road

For all appointments please call: 518.887.2260



VMD: University of Pennsylvania
Internship: The Animal Medical Center
Residency: Cornell University
 Adjunct Associate Professor of Surgery, Albany Medical College
 National Institute of Health (NIH) Grant Co-Investigator

Joseph C. Glennon, VMD, Diplomate ACVS – Founder of VSRC

YOUR SURGICAL PARTNERS

Minimally Invasive • Neurologic • Oncologic • Orthopedic • Reconstructive • Soft Tissue



DVM: University of Florida
Internship: Colorado State University
Residency: Cornell University

Courtney Fitzpatrick, DVM, Diplomate ACVS

PLEASE LET US KNOW IF YOU WOULD LIKE TO BE LISTED AS A REFERRING PARTNER ON OUR WEBSITE.

Summer 2016

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