



KIPPAX Vet HOSPITAL



www.kippaxvet.com.au

Find us on Facebook

Our Vision as a hospital is to be recognised as the best veterinary practice group in Australia. With the best practice systems and processes, including productive technology. Consistently delivering measurably high standards of client and patient care, with highly qualified, productive and valued staff.



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Our aim is to provide a first class, caring veterinary service to our clients and their pets. We gained the Australia wide award of "Hospital of the Year". This was in recognition of our hospital design, diagnostics, surgical and laboratory facilities and nursing standards. The Australian Veterinary Association has also awarded us "Hospital of Excellence in Customer Service". We hope you find the information in this brochure helpful.

Office Hours

Monday to Friday 7:30am - 6:30pm
Saturday 9:00am - 2:00pm

Consultations are by appointment only to assist in minimum waiting time. Please advise us as soon as possible if you are unable to keep an appointment so we can reschedule your appointment.

Payment of Fees

In order to keep charges to a minimum, we ask that all fees be paid in full at the time of consultation or discharge from the hospital. We also have the option of Take Home Lay-by which is a payment plan. Please ask our wonderful Reception Staff for details.



Emergencies

After hours, you can contact the Animal Emergency Centre in Yallourn Street, Fyshwick, 6280 6344, which is staffed by qualified vets and operates continuously outside normal hours, providing you and your pet emergency assistance.

Keeping Control

For the safety and comfort of your pet and as a courtesy to others in the waiting room, we ask that pets be properly restrained in hospital. Dogs must be on a lead and cats in a box or basket. Leads and baskets are available at reception if you require them.

Facilities

We aim to provide our client and their loved companions with as high a standard of veterinary care as possible. We have a staff of highly trained Veterinary Surgeons, Nurses and receptionists and the hospital is equipped with a wide range of facilities to help us care for your pet. We have an in-house laboratory, digital and dental x-ray, ultrasound, endoscopy facilities, operating theatre, intensive care facilities, radio active iodine ward, medical and isolations wards and treatment areas - in addition to the consulting rooms and a fully stocked pharmacy. We are always happy to take you on a tour through the hospital. This can be arranged at Reception.

Microchip Identification

We have the facilities to implant and read microchips. This chip may help to reunite you and your pet much faster should it ever go missing. Since May 2008, it has been the law in the ACT to have all cats and dogs microchipped by the age of **12 weeks**. Please ask us for more details.

Our Patients

As you would expect, most of our patients are dogs and cats, but we are also happy to see birds, rabbits, mice, ferrets, guinea pigs, rats and native animals.

Home Visits

We appreciate that in some cases a home visit may be necessary and we will be happy to arrange this when the circumstances permit. It may, however, be in your pet's best interests to be examined at the hospital, so if you are unable to arrange transport, we provide a collection and delivery service at a reasonable fee. We also have a 'baby sit' service allowing pets to be dropped off for a consultation during the day.

