

# Welcome to Arroyo!

Here at Arroyo Animal Clinic, we pride ourselves on compassionate, personal care. We believe that we can perform the best service when the clients are well informed and involved in their pet's care. We believe that the best treatment is the one that is the best for BOTH the client and the pet, versus what is best for the pet only. When the pet has a problem, it affects the entire family. You as the client are the pet's insurance company as well as its owner. If we just did the "absolute best medicine", this might ignore what you might be capable of doing with regard to treatments or what you might be able to comfortably afford. We believe in offering options of diagnosis and treatment, and informing the clients so they can make informed choices. We believe in answering any questions the client might have with regard to their pet's care and trying to anticipate any questions that might come up. We know that these pets are family members and practice with that in mind.

We are a full service clinic. This means that we can offer just about any service, either ourselves, or through referral. We see dogs, cats, rabbits, rats, mice, guinea pigs, and other small furry animals. Our services include physical examinations, consultations, vaccinations, surgery, dentistry, radiology, dermatology (including allergy testing and desensitization injections), boarding, and basic and medical grooming. We enjoy the challenge of difficult cases such as diabetes or Cushings disease. All of our procedures are designed with the comfort of the patient in mind and with a minimum of pain. For example, all injections are given with a brand new needle; the needle is changed after the solution is drawn up into the syringe. Even going through the rubber stopper dulls the needle enough to make a difference in the pain felt. This makes a difference with young pets receiving their first set of vaccinations. If done right, the pets will still like coming to Arroyo Animal Clinic!

Each pet is considered a part of your family and treated as such. We feel strongly that animals can and do make life better for us and that we have an obligation to make their lives as good as we can. They are a big part of our lives. Blankets, toys, and special treats or foods (as long as they are OK medically) are encouraged when your pet stays here. All pets get blankets anyway unless they tend to chew them up and eat them! Dogs are taken outside on a leash to relieve themselves at least four times a day. Cats have litter boxes in their cages which are changed whenever the boxes are soiled. All cages and runs are inside and are kept within a comfortable temperature with a central heating and air conditioner. They are fed twice a day and have water available at all times (unless there is a medical reason for them not to).

We are also a business. This means we have to talk about money matters. We accept cash, checks (preprinted, with a local bank), VISA, Master Card, and Discover Card. We do NOT bill. We offer a senior citizen discount of ten per cent on services. Payment is due when services are performed.

We encourage you to ask questions at any time!! We also welcome referrals! We greatly appreciate the trust and confidence you have in us to recommend us to your friends. Thank you very much!



Bob joined Arroyo in 1995!



Edna joined Arroyo in 2005!