

Lakeside Animal Hospital Mission

We're honest. You can expect appropriate recommendations for your pet based on the circumstance and best veterinary practice, never based on how many tests or procedures we can accumulate from your visit.

We're intelligent. We are committed to continuing education and accreditation, which ensures that we remain above average, providing you and your pet with the most up-to-date practices and the highest quality care available.

We're caring. We wouldn't be here if we didn't really care. Each pet-owning staff member sees this not as a "job" but as a "mission." Our compassion and empathy extend not only to our animal patients, but to you, our human clients as well.



Lakeside Animal Hospital, LTD

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LAKESIDE ANIMAL HOSPITAL, LTD.

www.lakesideanimalhospital.biz

**Serving Milwaukee Area Pets
Since 1939**

We're about pets and their people.



**Our up-to-date hospital provides
the following services:**

- **Routine Preventative Care**
- **Exotic Animal Care**
- **Canine/Feline Care**
- **Surgery**
- **Complete Dental Care**
- **Ultrasound**
- **Radiology**
- **Client Education**
- **Laboratory Services**

FREQUENTLY ASKED QUESTIONS

What are the Hospital Hours?

Our hospital is open Monday through Thursday from 7:30 a.m. to 6:00 p.m., Friday from 7:30 a.m. to 5:00 p.m., and Saturday from 7:45 a.m. to 12:30 p.m. We are closed on Sunday.

Do I need an appointment?

Yes, patients are seen by appointment.

What forms of payment do you accept?

Cash, Check, MasterCard, Visa, and Discover.

Can I make payments?

Generally no, but the hospital administrator will make exceptions in hardship cases.

At what age can I have my pet spayed or neutered?

Spaying or neutering should be done at 6 months of age. Your pet must have an exam prior to surgery to help determine whether your pet is healthy enough to undergo the surgical procedure. Vaccinations are required to be current prior to the time of surgery.

Do you board pets?

No, but we do have a list of area boarders for your convenience.

What is your return policy?

Due to FDA Regulations, prescription items are unable to be returned.

What is your prescription dispensing policy?

Due to Wisconsin law, we are unable to prescribe, dispense, or sell prescription medications, or prescription foods without a current doctor-client relationship. Pets must be examined yearly in order to maintain a current relationship.

What is pre-anesthetic blood screening?

This is a blood test that is done prior to surgery on any animal over the age of six and in some cases under the age of six. It tests the organ functions, blood counts and clotting function of your pet. The pre-anesthetic blood screening is done to assure safety during surgery and the ability to heal following surgery.

Does my pet have to be on a leash?

Yes, for your safety and the safety of others, all pets must be in a carrier or on a leash at all times. We will be happy to provide one to you if needed while you are at our hospital.

Do you take work-ins & walk-ins?

If a pet is seriously ill or injured we will see your pet. Depending on the urgency of the situation you may have to wait to be seen after previously scheduled appointments. A technician may triage your pet upon arrival to determine your pet's stability. If your pet's condition is not of an urgent nature, you may be asked to make a regular appointment. Emergency appointments will be charged at the emergency exam rate.

AAHA MEMBER

Lakeside is an accredited American Animal Hospital Association member. Only approximately 17% of the small animal facilities in North America can claim this important merit. Our hospital must meet the Association's high standards for quality veterinary care. Our hospital is regularly evaluated by trained AAHA professionals to ensure that we maintain the standards and provide the best veterinary care possible. The AAHA standards of excellence cover the following areas and services in our hospital: pet medical records, pharmacy, diagnostic services, surgery, nursing care, medical library, examination facilities, anesthesia, dentistry, housekeeping, maintenance, and emergency services.



The Standard of
Veterinary Excellence