



Arbor Animal News

A Quarterly publication from Arbor Animal Clinic

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Arbor Animal Clinic opened its doors on July 16th, 1990. I had graduated Texas A&M Veterinary School in 1983 and worked at a very busy practice for seven years before starting Arbor Animal Clinic. I was very happy to be practicing in northwest Austin where I had grown up and many of the first clients that I saw were families that I already knew from having spent most of my life here. It is hard to believe that twenty five years have passed and our clinic has grown as much as it has. We now have six veterinarians on our staff with our newest addition starting just last month and we serve over four thousand clients, each with at least one four-legged patient of ours.

When I reflect on all that has occurred in these years, my first thought is how thankful I am to have had the opportunity to know and care for so many cats and dogs and be a part of so many loving pet owners lives. This has been my biggest joy. I still often experience just petting and kissing on our patients and boarders as the highlight of my day. Being able to help sick or injured cats and dogs is what all of us at Arbor Animal Clinic set out to do and have dedicated ourselves to this mission. Many aspects of veterinary medicine are challenging and most of it is very hard work. But the rewards of knowing the difference we can make is huge and measured in the happier and healthier lives of each our furry patients.

-Mark Hartwell, D.V.M.



Medicine

A look back at 25 years

In 1990 veterinary medicine was truly coming of age. Veterinarians were receiving very high level training in areas of practice that were just emerging. Dentistry for dogs and cats, for instance, was still achieving the sophistication that we appreciate today. We were beginning to see Board certified specialists in Austin in surgery, ophthalmology, cardiology and radiology.

Feline Immunodeficiency Virus had only been recently discovered and the first monthly heartworm preventative (Heartgard) had been introduced. However we had no truly effective flea control products and were still seven years from having our very first NSAID pain reliever and arthritis medication (Rimadyl) for dogs. We had one after hours Emergency Clinic and had no referral centers for board specialties. Many complicated surgeries, chemotherapy patients, and referrals for dermatology to cardiology were still being sent to the teaching hospital at Texas A&M University's School of Veterinary Medicine. And so much more was still to come!



Technology

In 1990 our clinic wrote each and every patient chart, prescription label, and invoice by hand. We did not get our first computer until 1995! Everything was on paper. Our Xrays had to be developed and a misplaced patient file was a near disaster. Of course, we had no website or email reminders. Our lab equipment was limited and orders for "stat" bloodwork were not possible.

We now are fully digital with all patient records, Xrays, invoices, etc. in our database. Our lab equipment, surgery monitoring, and anesthesia equipment are all state-of-the-art. It is very hard to imagine efficiently caring for the number of patients that we now see with the technology of 25 years ago.

Facility

Our clinic size was doubled in 1995 and grown to our present size of 3,552 SF in 2001. We have 18 computer stations throughout the clinic. We have five full-time vets and a Medical Director (me). We have 27 total staff members. Our Hospital Manager of 18 years, Nancee Swanson, has seen most of these changes with me. I grew up in Austin and Arbor Animal Clinic has grown up in Austin as well. Our goals of being a qualified and compassionate group of veterinary professionals has never changed and we are proud to have served Austin's pets for 25 years! We look forward to the next 25 years and hope you will grow with us. Thanks to each and every one of you!