



Merrimack Veterinary News

Special points of interest:

- Check out MVH on channel 22, during the local access television show "Merrimack Matters"
- We are excited to have recently purchased brand new endoscopy equipment (see feature article on endoscopy to learn more).
- Remember that MVH also cares for exotic animals in addition to cats and dogs.

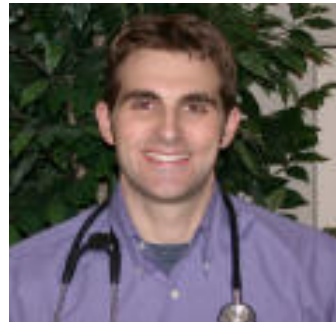
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Announcing New Hospital Director

Since 1971, Merrimack Veterinary Hospital (MVH) has been under the direction of Dr. Eric Clough. We are proud to introduce our new Hospital Director, Dr. Dennis Chmiel. Dr. Chmiel has been with the practice since 2000 and with Dr. Clough's retirement has taken over as Hospital Director. Dr. Clough will still remain a part of MVH as a consultant to the practice. Currently, Dr. Clough and his wife Jane are remodeling their new home in Well's, Maine.

Dr. Chmiel is excited to bring some new ideas and programs to MVH including a unique



Dr. Chmiel-MVH Hospital Director

training program OSSES that he created over a year ago, Endoscopy, small group tours of the facility, and a website (you can read more about OSSES and Endoscopy in this copy of the newsletter.)

Keep your eyes open for future events and programs at Merrimack Veterinary Hospital.



Birds, Reptiles, Rabbits, Oh My!

Merrimack Veterinary Hospital not only cares for cats and dogs, but exotic pets as well. Many owners do not realize that their birds, reptiles, and even hamsters require veterinary care.

Birds require regular lab and blood work to look for possible medical problems. Reptiles and rabbits also require specialized care that not all veteri-

nary practices are prepared to handle.

MVH is here to help with these unusual pets. Dr. Dennis Chmiel and Dr. Carolyn Fletcher have extensive experience in the care of exotic pets. Please contact us if you have any questions about our exotic pet care services.



Veterinary Nurse Assistant, Julie with one of MVH's bird patients

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OSSES – Unique Staff Training Program



Dr. Vicki Dapolito conducting an OSSES meeting

MVH strives to provide the best in quality patient/client service. In order to achieve this, Dr. Dennis Chmiel created a unique staff training program called OSSES.

OSSES stands for **O**utstanding **S**ervice through **S**taff **E**ducation and **S**tandardization. Dr. Chmiel created this program over a year ago to ensure that the MVH staff is highly motivated and trained.

Every Wednesday from 9:00 AM-12:00 PM the hospital closes for the training. Some of the focus areas for the training include:

- Communication
- Client/Patient Service
- Team Building
- Time Management
- Cross Training

When our clients come through our doors we want to assure them the best service,

and this OSSES training helps our staff achieve this on a daily basis.



Our mission is to provide a unique variety of superior and compassionate pet care services for our patients and their families.

“These minimally invasive surgical and diagnostic techniques allow us to decrease the amount of discomfort in your pet.”

Endoscopy

Pets are part of the family; they’re like our kids. Therefore, we want to be sure that they are comfortable when they are undergoing surgery. To help achieve this, Merrimack Veterinary Hospital is proud to introduce endoscopy. Just as in human medicine and surgery, these minimally invasive surgical and diagnostic

techniques allow us to decrease the amount of discomfort in your pet. Endoscopy also serves as a technique for obtaining tissue samples, numerous therapies, and removing foreign objects. MVH and the doctors are very excited about these cutting edge instruments. By practicing endoscopy we will be able

to provide the most advanced care for your companion animal. We will help you decide if your pet would benefit from endoscopy the next time he/she requires a surgical technique. Our doctor’s will be happy to answer your questions.

Launching the MVH Website



With a new hospital director at MVH there are several new ideas and programs happening. One of the exciting additions is the launching of the MVH website. The website is currently under construction and will be up and running in October.

The site will be a great place for new and existing clients to

learn more about MVH in addition to general pet care. Some of the information included in the site are pet care facts, a pet information library, links to interesting veterinary and pet related sites, and general MVH information.

MVH is very excited to be launching this site because we

are confident that this will provide a convenient method of communication for our clients. Look for the website in October. You’ll be able to find us at www.merrimackvet.com

Your Well Groomed Pet

Don't you love the way a clean pet smells? A clean pet is a happy pet! If your pet is clean and smells good, he is more likely to be handled by the members of your family.

This is why it's important to schedule regular grooming appointments for your animal companion. Here at MVH, we want to make sure that your pet's overall well-being is happy and healthy so we provide grooming services in addi-

tion to being a full service animal hospital.

We currently have one groomer on staff and her assistant. She is qualified to groom to your own or breed specifications for both dogs and cats. When you bring your pet to our grooming facility you can rest assured that your companion is receiving quality care. It is also comforting to know that a veterinary professional is always on hand since grooming

is housed within an animal hospital.

Our grooming services have proven successful so we are currently looking to expand the services. In the future, we look forward to offering you and your pet more during their pampering here at MVH.



Mike and Ike: MVH's regular grooming clients

A Diet for your Pet's Teeth

Your pet's dental health is important, and it is something that should not be overlooked. According to Hill's Pet Nutrition, many dogs and cats by the age of three have developed signs of dental disease. Your pet cannot brush their teeth, so plaque and tartar build up easily.

Hill's Pet Nutrition under-

stands the risks of poor dental hygiene so they have created a prescription diet to help in the fight against plaque. The diet is called t/d and is a dry food formula that comes in a feline and canine version.

This diet is specifically formulated to reduce the amount of plaque and tartar buildup on the entire tooth. The kibble is considerably larger than other

foods. It is created this way to "scrub" the tartar off the teeth near the gum line in addition to the tips of the teeth.

If your pet has a heavy build up of tartar, they are at risk of developing periodontal disease.

If you think your pet could benefit from t/d, ask us how you can receive a free bag of Hill's Prescription t/d.



Lights, Camera, Action

The doctors here at MVH have become television stars...well, almost!

We are very lucky to have a client that films for the local television show "Merrimack Matters". Dennis King approached us with an idea of having our hospital spotlighted once a month on channel 22.

The show will feature a veterinarian addressing various animal issues such as dental information, fleas, wildlife, and much more. Eventually, we will hope to address actual questions from the community on the show. The audience will have the opportunity to email questions to Merrimack Matters that the MVH veteri-

narians can answer. The show premieres during the third week in September on channel 22 in Merrimack.



Dr. Carolyn Fletcher with a wild duck that was featured on "Merrimack Matters"



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Meet the MVH Staff

Veterinarians

Dr. Dennis Chmiel

Dr. Vicki Dapolito

Dr. Carolyn Fletcher

Hospital Management

Denise Bly (Hospital Manager)

Avis Moller (Supervisor of Reception Services)

Danielle Brown, BA (Supervisor of Nursing Services)

Danielle Hastings (Public Relations/Marketing)

Reception

Andi Golden

Valerie Greene

Jessica Newcomb

Veterinary Nurses

Nabia Songer

Anita Hearn

Debra St. Laurent

Lisa Brackett

Julie Labrie

Kennel

Jennifer Zimont (Reception)

Brian Bernasconi

Keith Bernasconi

Sean Greenlaw

Nichole Boisvert

Hal Preston

Rosa Eddings

Erika Csicsek

Piroska Hollo

Grooming

Sherri Goodreau

Amy Durant (Bather)

Maintenance/Grounds

Bernie Theberge

Hours of Operation:

Monday, Wednesday,
Friday: 7:30 am-5:30 pm

Tuesday and Thursday:
7:30 am -8:00 pm

Saturday: 8:30 am-1:00 pm

