



**MALVERN
VET
HOSPITAL**

547 Dandenong Road, Armadale, VIC 3143 | 9509 7611 | askthetvet@malvernvet.com.au

PUPPY & DOG

Malvern Vet Hospital is open 7 days a week:

Monday to Friday 8am – 7pm

Saturday 9am – 4pm

Sunday 10am – 12:30pm

Public holidays: Closed

JOINING
THE PACK:

**A NEW
CLIENT
GUIDE**



**Consultation bookings can be
made via:**

Online Booking: www.malvernvet.com.au

 (03) 9509 7611

 askthetvet@malvernvet.com.au

 Malvern Veterinary Hospital |  [malvern_veterinary_hospital](https://www.instagram.com/malvern_veterinary_hospital)

www.malvernvet.com.au

On behalf of our entire team at **Malvern Veterinary Hospital** we would like to extend a very warm welcome to you and thank you for choosing our hospital for your pets' care. We want your pet to live its longest and best life possible.

We invite you to follow us on our Facebook and Instagram accounts as a fun way to stay in the loop, with helpful information and to see the wonderful pets we have the pleasure of looking after:

 Malvern Veterinary Hospital

 malvern_veterinary_hospital

Malvern Vet has been re-awarded ASAVA (Australian Small Animal Veterinary Association) "Hospital of Excellence" Accreditation repeatedly since 1981. Hospital of Excellence status is continuously re-assessed and is presented in recognition of very high standards of diagnostic, surgical, laboratory, and nursing facilities in the practice. There are currently only 14 practices in Victoria that have been awarded this honour so you can rest easy knowing your pet is in good hands.

WHY CHOOSE US



Accredited
Veterinary
Hospital
Scheme

Proudly ASAVA Accredited:
A Hospital of Excellence!

**Where your pet's health and
happiness come first!**

OUR MISSION STATEMENT

At Malvern Vet Hospital, we are committed to providing compassionate, high-quality care for our patients and their families. As an ASAVA-accredited Hospital of Excellence, we advocate for every animal, ensuring their well-being and voicing their needs. Our mission is to support our clients by empowering them with the knowledge they need to make the best decisions for their pets.

We strive for excellence in clinical care, record-keeping, and creating an anxiety-free environment. Our thorough and efficient approach ensures gold-standard care tailored to each patient's unique needs.

We treat our clients with kindness, respect, and empathy, listening to their concerns and offering clear options. By fostering open communication, we help clients make informed decisions that support the well-being of their pets.

Our goal is to uphold the highest standards of care, ensuring both patients and families feel valued and understood in every interaction.

Our Fear Free Approach to Patient Care

Our entire fear free approach is based on looking after our patient's emotional wellbeing as well as their physical health. Our Veterinary and grooming team are familiar with fear free approaches to pet handling and care. Our team strive to handle your pet with gentle control in the least stressful and most safe environment we can create. We also utilise calming pheromones throughout the building to help create a calm and familiar environment for them to visit.

All of our team are vigilant for any pets that may be showing signs of stress, anxiety and/or fear. If your pet exhibits any of these signs when with a member of our team, our team will discuss this with you and provide you with options to help improve their visits with us.

When it comes to our canine patients, much of the surroundings in a vet hospital can be overwhelming for them. Leading to some of our patients to feel fear, anxiety, and stress (FAS). Malvern Vet Hospital has created a dog and cat specific waiting area so that we can provide our patients with a safe space to wait in.

Our team continues to make improvements to help all of our patients feel more comfortable about coming into the hospital. If you would like some more information, please speak to a member of our team to advise you on your pet's individual needs.

Because every pet deserves a positive experience!

Offering the Best for Your Pets

Malvern Vet Hospital offers a comprehensive range of veterinary and animal health related services to ensure your pet is in excellent condition. As an ASAVA accredited veterinary hospital, we aim to provide the largest range of pet services to our clients:



Consultations:



From routine veterinary consultations, through to more complex work-ups



Diagnostics, treatment and management of simple and complex medical conditions / illnesses



Vaccinations



Dietary advice and weight management plans



Annual heartworm and flea prevention injections



Comprehensive range of pharmaceuticals



Registered microchipping



Fulfilling AQIS requirements for pets travelling overseas.

Diagnostics available:



Ultrasonography



Digital radiography



Electrocardiography (ECG)



Endoscopy



Cryosurgery



Dental radiography



Comprehensive internal pathology: Haematology, Biochemistry, Urinalysis, Microbiology and Cytology

Surgical procedures:



From routine procedures such as desexing, through to more complex surgeries



Simple and Complex Dentistry

Additional Services:



Dog grooming



Large purpose built Cattery



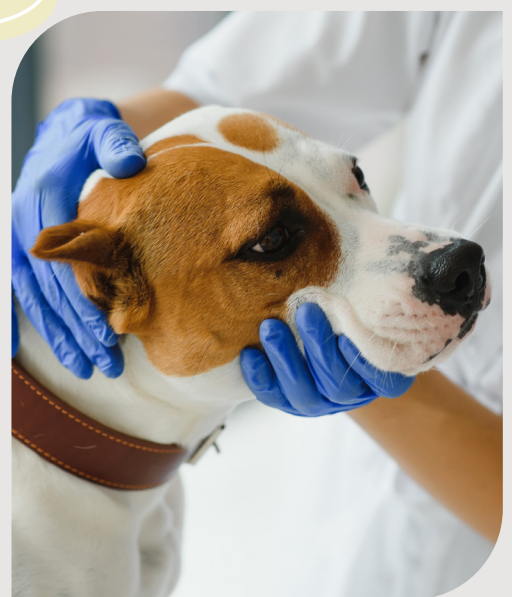
Onsite Puppy Pre-school



Pet merchandise



Large range of maintenance and Prescription diets



Dog Grooming

Like us, dogs need regular grooming to maintain a healthy and manageable coat, improved appearance and, let's not forget, smell. Many breeds are particularly prone to matting and require regular maintenance.

Our large team of dog groomers are highly trained in all aspects of dog grooming and have a reputation for delivering exceptionally high standards. Our groomers are able to provide your dog with basic washes and hair cuts to breed specific styling, with beautiful results.

Our team only use positive reinforcement techniques, and are familiar with the importance of fear-free handling. Thus you can be confident your dog will leave looking and feeling great after every visit. If your pet exhibits signs of stress, fear or anxiety the groomers will arrange for someone from the Veterinary team to discuss this with you, and provide you with options to help improve the experience for your pet.



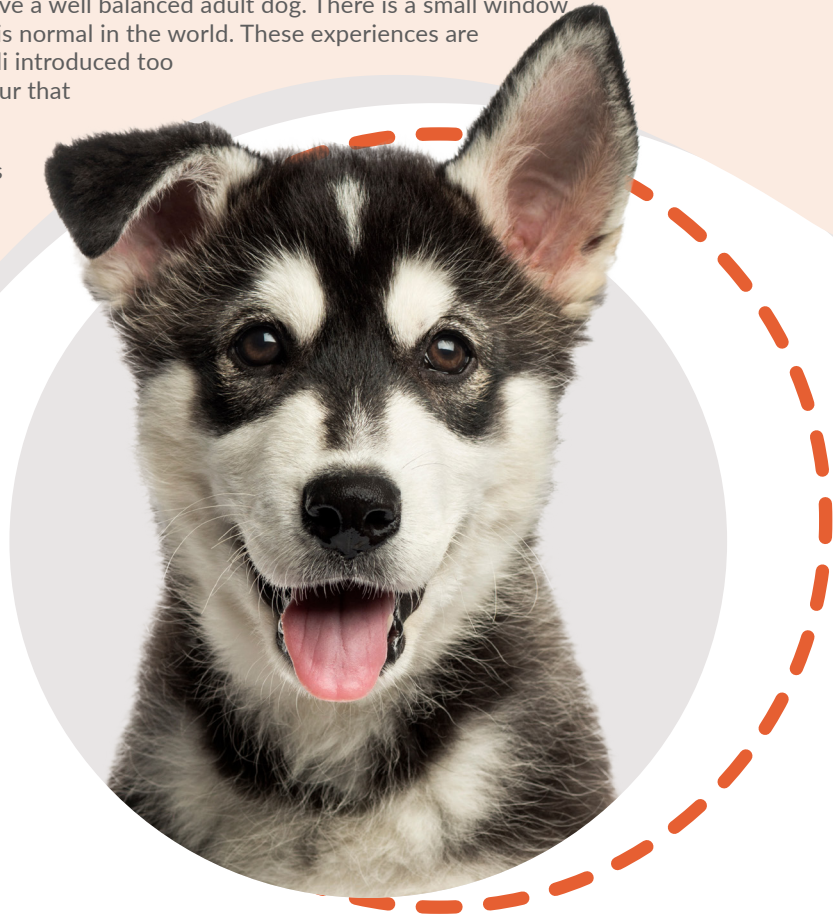
Puppy Pre-school

Set yourself and your puppy up for success and enrol your puppy in a Puppy pre-school. Prioritising puppy socialisation, training and desensitisation is crucial from a young age to ensure you have a well balanced adult dog. There is a small window of opportunity as a pup grows up to become familiar with what is normal in the world. These experiences are programmed in the brain and accepted as normal. Certain stimuli introduced too late in life can often trigger inappropriate (often fearful) behaviour that remains.

Malvern Vet Hospital offers Puppy preschool classes for puppies between 8 and 20 weeks of age. These classes use positive reinforcement training, exposing the pups to typical triggers that can often lead to problem behaviours later in life. They are also exposed to social "pup to pup" interactions to help them develop "appropriately" on a social level.

We have a qualified dog trainer taking our classes who teaches puppies how to behave and teaches you how to train, socialise and control exposures for a happier and well behaved adult dog. We require pups to have had their first vaccinations and have been vet-checked before they start.

For all enquiries regarding our puppy pre-school, please call us on **(03) 9509 7611**.



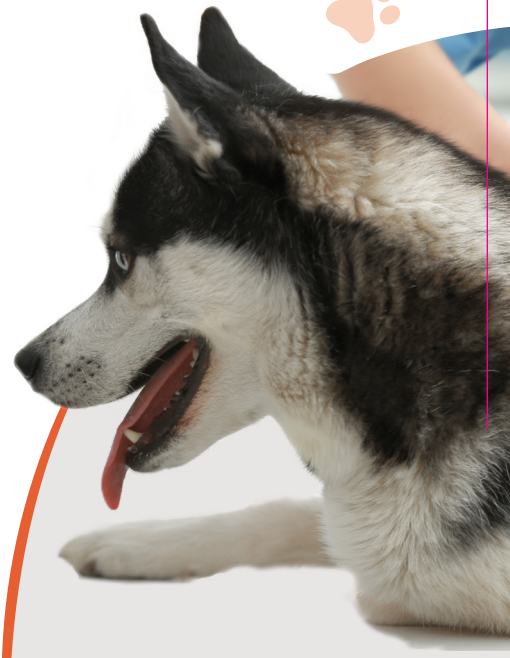
Offering the Best for Your Pets



Flea and Worming Mail out Service

We all know just how busy life can get, and our pets important flea and worming prevention treatment is often on the bottom of the list of things to remember. Why not allow us to do the remembering for you?

For a small fee you can sign up to Malvern Vet Hospital's mail out service. Our team will prepare and post your pet's flea and/or worming prevention treatment directly to you when it is due. You simply give it to your pet when you receive it in the post. It's super easy and fast to set up. Just fill out the form found on our website in the 'Click and Collect' section and we will do the rest. Or, for more information on this service, please call us on **(03) 9509 7611**.



PAW-SOME TIPS

from your
Friendly Vet!



NOURISH
to FLOURISH

Healthy meals for happy tails!



Choosing the right food for your dog is paramount to their overall well-being. High-quality dog food, carefully formulated to meet canine nutritional needs, offers a plethora of health benefits that contribute to a happy and thriving pet. Long-term feeding of a high-quality dog food is an investment in the health and happiness of our four-legged friends. Our Vets regularly recommend Hills Prescription Diet t/d as a maintenance diet. With 80% of dogs over 2 years of age suffering from dental issues, feeding a high quality premium food that is specially formulated to support their dental health is a great way to help maintain your dog's health and well-being.



Premium dog foods are:

- Nutritionally dense and have easily digestible ingredients, reducing the likelihood of digestive issues such as upset stomach, gas, or diarrhoea. A food tailored to a dog's digestive system promotes nutrient absorption, supporting energy levels healthy stools.
- Premium dog foods often contain high levels of essential fatty acids, like omega-3 and omega-6 fatty acids. These fatty acids play an important role in promoting a healthy skin barrier and a shiny coat.
- Balanced levels of calcium and phosphorus contribute to strong bones and teeth, especially crucial for growing puppies and large breed dogs. It is vital to feed large breed puppies the correct energy levels to prevent developmental abnormalities of the bones.
- Maintaining a healthy weight is a critical aspect of a dog's overall health. High-quality dog food is formulated with the right balance of nutrients to support weight maintenance, helping to avoid obesity-related issues such as reduced mobility or arthritis, heart conditions, some forms of cancer and promoting a healthy, active lifestyle for our pets.



Feeding Puppies:

A puppy's stomach is too small to hold enough food in a single feeding to provide its daily requirement of nutrients needed. Puppies that are fed a complete and balanced diet do not need supplemental vitamins, minerals or protein. These additions may cause a nutritional imbalance and interfere with the normal development of growing puppies.

Young puppies, dependant on their breed size, should be fed:

- 3-4 times daily until they are 3 months old,
- 2-3 times daily until 6 months old
- 1-2 times daily 6+ months.



Adult Dogs:

After a dog is fully grown, it is classified as an adult and enters the maintenance period of life. Different breeds reach adult size and maturity at different times but generally this is around 12-18 months. Healthy adult dogs that are not pregnant, nursing or hard-working have lower energy requirements for maintaining ideal body condition compared to puppies. An adult maintenance food should have highly digestible ingredients, containing high quality protein to help maintain lean body mass. Antioxidants are important to support cognitive and immune system health, along with the addition of omega-3 and -6 fatty acids to help maintain healthy skin and coat.



Vaccinate for a Happy Healthy Life! Keep those tails wagging!

Vaccines stimulate your pet's immune system to recognise and fight off infectious disease-causing agents. Vaccines work by stimulating production of antibodies that identify and destroy these agents (primarily viruses and bacteria)—before they can cause disease. This helps prevent or lessen the severity of future disease, especially important for young and senior dogs.

At Malvern Vet Hospital we vaccinate our dogs to protect them from the following canine diseases C5):

- **Parvovirus:** a serious and often fatal disease resulting in haemorrhagic (bloody) diarrhoea, vomiting, lethargy, dehydration and shock.



- **Hepatitis Virus:** a contagious, infectious disease of the liver and kidneys that results in lethargy, vomiting, loss of appetite & liver failure. Also potentially fatal.
- **Canine distemper:** a contagious disease that results in generalised illness. Clinical signs include vomiting, diarrhoea, loss of appetite, fever, fits/seizures, neurological damage and death.
- **Parainfluenza virus:** a highly contagious component of kennel cough that results in influenza like signs including coughing, sneezing, fever, lethargy & pneumonia or chest infections.
- **Bordetella:** a highly contagious bacterium. This is a dog-specific form of "whooping cough" that results in severe illness and cough in dogs.

Malvern Vet Hospital recommends that puppies receive three vaccinations spaced one month apart: at 6-8 weeks, 10-12 weeks, and 14-16 weeks. This vaccination schedule helps ensure that your puppy builds a strong immunity to common canine diseases, giving them the best protection as they grow and explore the world. The vaccines used at Malvern vet provide a superior coverage - in most cases allowing for the pups to begin socialising early (often as early as 10 weeks!). Early socialisation reduces behavioural issues developing later in life. Ask your vet for a recommendation for your pup.

Guard Their Hearts!

Because a happy heart means a happy pet!

Heartworm is a potentially fatal parasitic worm that can enter your dog's bloodstream via a mosquito bite. The worms then migrate through the body until they finally find their home... the heart and lungs! Once there they can grow to adult size and cause heart failure, lung disease, organ damage and potentially death.

Prevention requires consistent coverage all year round. There are two commonly used options:

1. **Annual injection:** Highly recommended by our veterinary team. Provides consistent all year coverage, removing the pressure on you, the owner, to keep on top of regular dosing. It is typically given at 3 months of age, 9 months of age and then annually ongoing. We can align your annual Heartworm injection with your annual check up and vaccination to streamline your visits to the hospital.
2. **Monthly treatment:** Requires you to be timely with your dosing. If you are late in giving the next dose, you will leave your dog susceptible to contracting the parasite (no lasting protection).

Protect Their Tummies!

Happy tummies make for happy pets!

Intestinal worms are parasites — they survive by living in another living thing (the host) and getting their food from it. A large intestinal parasite burden can cause your pet to struggle in maintaining a healthy body condition, and they tend to lose weight. In some cases it can cause vomiting, diarrhoea and even anaemia (a low red blood cell level). Occasionally severe burdens can cause death. Some worms that infest dogs are zoonotic, meaning they can be transmitted from animals to humans.

Malvern Vet Hospital recommends preventing intestinal worms in your dog with an all worming treatment, ongoing for life. The best worming tablets deliver

broad-spectrum efficacy for dogs against common intestinal worms, including Roundworm, Hookworm, Whipworm and Tapeworm. It is important to know your dog's accurate weight to ensure they are receiving an adequate dosage to treat any intestinal worms they have.

Recommended dosing:

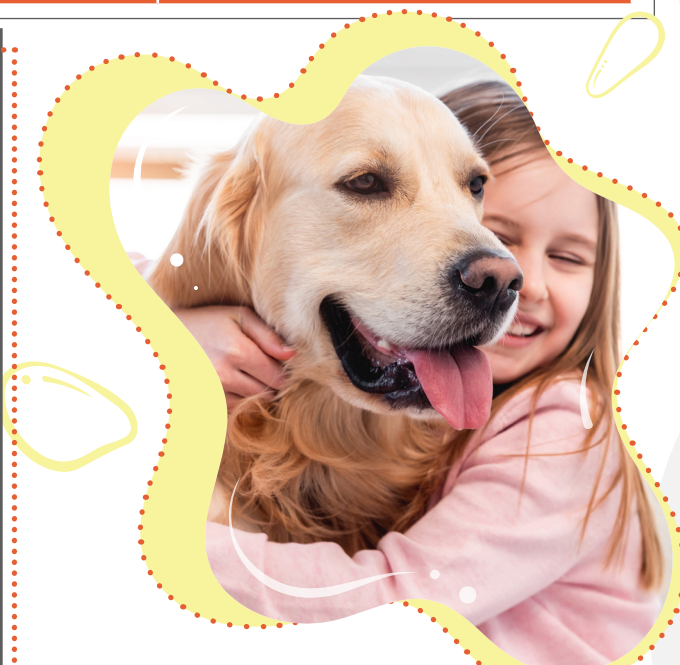
- Every 2 weeks until 3 months old.
- Monthly until 6 months old.
- 3 months ongoing for life.

FLEA-FREE is the Way to Be!

Keep those pesky pets at bay for happy, scratch-free days!

Fleas are more than just a nuisance for your dog. They can cause chronic skin disease and even transmit infectious or parasitic diseases, some of which are transmissible to humans.

Malvern Vet Hospital recommends using a powerful long-lasting flea and tick prevention product. Our Veterinary team recommends a once a year injection for consistent and effective coverage, there are also chewable and spot-on varieties available that last up to 3 months. Many of these prevention treatments also protect your dog against paralysis ticks which can be especially important if you travel to NSW, or eastern and northern Victoria.



SNIP, SNIP, HOORAY!

A Healthier pet means more love to share!

There has been a lot of research done on the impact of desexing at different ages amongst various breeds. In some breeds there is a correlation between the age of desexing and the incidence of subsequent joint disorders, cancers and urinary incontinence. **For a specific medical recommendation on the ideal age to desex your dog, please speak to a member of our team.**

Dogs can start having litters of puppies at a very young age and throughout their lifetime can potentially deliver many litters. This problem highlights the importance of desexing your dog to reduce the number of unwanted animals in our communities. In addition to preventing unwanted litters, desexing may result in a positive behavioural change in your dog as it can help to eliminate a lot of adult dog problems such as

wandering, aggression and dominance behaviours. Desexing may also minimise the chance of your dog developing reproductive organ related health issues that may potentially be fatal, such as Pyometra and mammary cancer (females) and testicular and prostate cancer (males).

The day surgery is performed in sterile conditions under a general anaesthetic, with highly trained veterinary professionals using gold standards of care. We prioritise pain management and ensure all our patients receive optimal pain relief: before, during and after the procedure.

A non surgical option may be applicable for your male dog, this option should be discussed with your vet to determine if it is the right choice for you and your pet.

Short nosed breeds have higher risks of complications under anaesthetic due to their altered anatomy. To prevent these complications we recommend the usage of certain medications before, during and after the procedure. Please speak to a member of our team in order to determine if this precaution is necessary for your dog.

Protect Your Best Friend!

Stay Prepared for life's unexpected surprises!

Malvern Vet Hospital highly recommends pet insurance for your pet. High quality health care and surgery can be expensive, and unfortunately there is no Medicare for pets. Pet insurance will buffer you against unexpected vet bills, so that you will be able to approve the best standards of health care for your dog when needed, without financial stress.

Malvern Vet Hospital also offers GapOnly as a payment service! If your pet has a policy with a GapOnly pet insurance partner (over 80% of policies are eligible) then, for eligible expenses, you can access your pet insurance benefit on the spot. You'll only pay us the gap which is the difference between the invoice and the eligible claim benefit under your policy.

Visit the GapOnly website at <https://gaponly.com.au/gaponly-insurance-partners/> for a range of insurance options. There are many different insurers and we suggest doing your research to find one that fits your needs and budget.

Check out this link to quickly compare GapOnly-ready pet insurance plans and find cover that works for you and your pet: gaponly.com.au/comparepetinsurance.



KEEP THOSE CHOMPERS CLEAN!

Dental health is key to your pet's overall happiness!

Dental care for your pet may be more important than you think. 80% of dogs over 3 years old have dental disease. The accumulation of bacteria laden plaque above the gum line can lead to long term oral health issues and significant oral pain. Recent studies have demonstrated there is a link between bad oral health and chronic disease affecting the kidney, heart and metabolic systems.

We recommend:

Dental Prophylaxis (cleaning) annually under general anaesthesia is the gold standard way of ensuring your dog doesn't develop dental disease. Malvern Vet Hospital have priced these prophylactic procedures at a greatly reduced rate in an effort to make this important care affordable to all.

Hills Prescription T/D is a Complete & balanced nutritional diet which is clinically proven to reduce plaque, staining and tartar

build-up. It has a unique kibble size and shape made up of a special fibre matrix that helps to mechanically clean the teeth as the kibble is eaten.

OraVet Dental chews given daily is clinically proven to clean your dog's teeth due to its scrubbing action that reduces plaque and tartar build-up. The patented ingredient (Delmopinol) in the OraVet chew then forms a barrier to help protect against the bacteria that leads to plaque and calculus build-up, for a cleaner mouth and fresher breath.

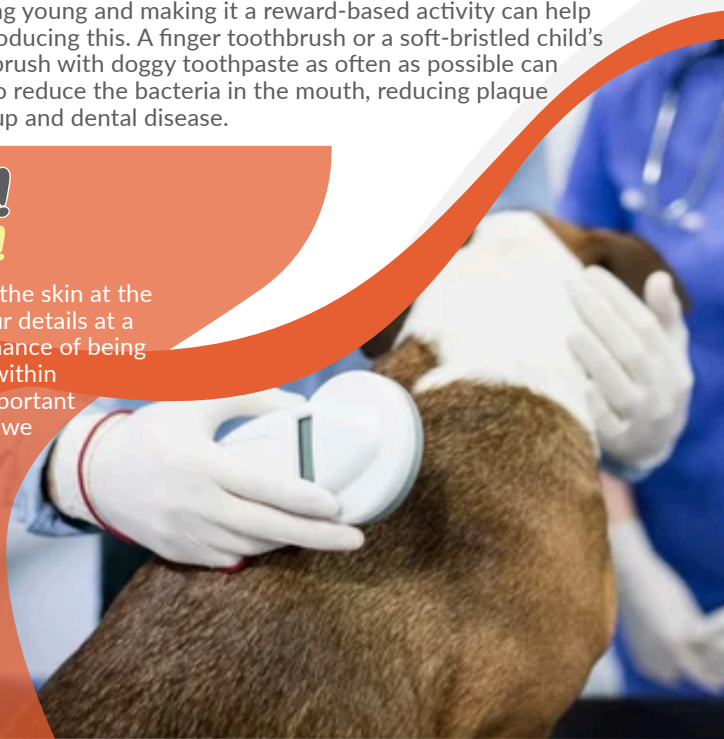
Manual Brushing is a great way to maintain a healthy mouth. Starting young and making it a reward-based activity can help in introducing this. A finger toothbrush or a soft-bristled child's toothbrush with doggy toothpaste as often as possible can help to reduce the bacteria in the mouth, reducing plaque build up and dental disease.

HOME IS JUST A CHIP AWAY!

Because every pet deserves a way home!

Microchip identification involves the placement of a small microchip under the skin at the back of the neck. It is coded with a reference number which is linked to your details at a centralized national database. Microchipping your pet gives you the best chance of being reunited with them if they ever get lost. Your information can be obtained within minutes if your dog is presented lost to a veterinary clinic or pound. It is important that if your contact details change, these are updated with the database so we have the best chance of reuniting you with your lost pet.

Although most puppies will come already microchipped from the breeder, you must ensure the records have been transferred into your name. It is always good practice to check that your pet's microchip is working correctly, so we are happy to scan them on request whenever you come into the clinic. If you have your pet's microchip number, you can access the database and check if your details are current, alternatively you can call Central Animal Records (CAR) on 9706 3187 and they will assist you.



STRESS LESS, WAG MORE!

 ADAPTIL

Together, we can tackle anxiety one paw at a time!

As a pet owner, you want the best for your fur baby. You want them to be healthy- physically and emotionally. Like humans, dogs can experience anxiety for many reasons such as when left at home alone, in a new environment or when meeting another animal. It is important to recognise that separation anxiety can develop at any age- not just in puppies. Not uncommonly it can manifest in senior pets experiencing cognitive decline and dementia.

Adaptil is a synthetic copy of the comforting pheromone released by a mother dog naturally to calm and reassure her new puppies. This pheromone can have a calming effect on puppies in stressful situations. Puppies experience a lot of firsts and some big changes, especially in the first few months of life and using Adaptil can be extremely beneficial. It comes in a home plug-in diffuser, a wearable collar that lasts a month or a spray for when you go out.

If your dog is suffering from anxiety- speak to our team for professional help.



KEEP THEM MOVING! STRONG JOINTS FOR HAPPY, PLAYFUL PETS!

Arthritis is a common problem in aging dogs. It is the result of wear and tear of cartilage in the joints. We have a range of treatment options and medications available that are designed to preserve cartilage, decrease inflammation and provide pain relief:

Monoclonal Antibody Injection is a monthly injection which targets nerve growth factor, a pain receptor in the joints. By blocking these receptors we block the pain messages from being delivered, thus helping with pain relief and inflammation in the joints. Not only can it resolve pain signs, but by reducing inflammatory messengers it can reduce the progression of arthritis in the joints. Highly recommended by our veterinary team.

Pentosan Polysulphate Injection is a unique injectable drug that stimulates cartilage re-growth; degrades arthritic bony spicules and improves the quality of joint fluid. It also has anti-inflammatory properties. It is given as a weekly injection for four weeks and this course is repeated every 3, 6 or 12 months depending on your dog's needs. Often used in conjunction with other treatments or on its own.

Hills Prescription J/D food down regulates gene expression, reducing the production of the main protein that causes cartilage destruction. This premium diet also contains a very high level of nutritional supplementation of omega-3 fatty acids (fish oils) and Glucosamine. These omega-3s are anti-inflammatory at high levels and very helpful for dogs with arthritis. Often used in conjunction with other treatments.

Joint Supplements are great to introduce into your dogs diet. If your dog is diagnosed with arthritis, our veterinary team will suggest a joint supplement to help reduce inflammation and support cartilage regeneration.

Weight management and maintaining a lean body weight is important as a drug-free way to manage arthritis. If you'd like advice on your dog's body condition and weight loss, please discuss this with our team.



Love Your Visit?

We'd Appreciate you spreading the word!

Please leave us a Google Review!

If you are happy with our service, please refer us to your friends and family. We will thank you by applying a credit to your account at Malvern Vet Hospital to use when you next visit.

We thank you again for joining the Malvern Vet Hospital Family and look forward to seeing you and your furry family member next time. Feel free to drop by with your dog for a weigh in and treat from time to time. We call these **'Happiness visits'**.



www.malvernvet.com.au