

Date: April 27, 2010
Owner: Nanci R.
Pet: Maddie
Diagnosis: Gastroenteritis, hemorrhagic

Dear Ms Woods:

I wanted to share with you my experience at your facility this past Sunday morning. At approximately 2:30am I brought my dog Maddie in for emergency treatment as she was throwing up blood. The technician and doctor provided immediate care, showing compassion, professionalism and a desire to assist Maddie.

Maddie was hospitalized and when we left we were strongly encouraged to call and check up on her. They put us at ease with their caring concern and we felt very comfortable leaving our loved one in their attentive care. Not only did I check up on Maddie several times, I also received update calls from the doctors.

I know you usually only hear from people with concerns so I felt it was important to talk about the wonderful, professional, and caring individuals who took care of Maddie. They not only are great communicators, but also truly understand the importance of my dog to me. Everyone was informative; we received accurate information every time we talked to someone, and on checkout, the technician provided through information on Maddie's follow-up care. My dog and I could not have been treated any better, especially during a very stressful time! Their patience and understanding was greatly appreciated.

Please share my thanks and gratitude to these wonderful, animal loving individuals who love their jobs and provide such an important role in the lives of our animals.

Sincerely,
Nanci R.

Owner: Adrianna L. and Larry R.
Pet: Jaxon
Diagnosis: Gastric Foreign Body (wooden popsicle stick)

Dr. Vasilopoulos,

We never got to meet you last Wednesday night. We are the people who brought in our dog Jaxon who swallowed a popsicle stick. We probably woke you up to come out and scope him. We are so grateful for your help. Jaxon is doing well. He is our "little buddy" and the thought of what could have happened to him is too much to consider. We will be for ever grateful. Thank you, thank you, and thank you for saving his life. We really appreciate what you do for our 4 legged friends!

Sincerely,
Larry R. & Adrianna L. & Jaxon

Owner: Joan V.
Pet: Shree
Diagnosis: L TPLO for cranial cruciate ligament rupture, Oleander Poisoning, Peri-ocular Inflammation



Thank you Dr. Shields for taking such good care of Shree. She continues to recover nicely from her surgery. Shree is very happy to be able to run in the dog park and play with her friends.

In the past year Shree has been here for oleander poisoning, a TPLO, and most recently inflammation around her eyes. Each time knowing that she was getting the best possible care helped me get through these difficult situations. Thank you all so much.

Please accept these brownies, cookies, and breads with my gratitude. I hope everyone enjoys them!

Joan V. & Shree
(And yes, I baked them myself)

Date: June 6, 2010
Owner: Becky B.
Pet: Champ
Diagnosis: Snake bite, Anemia, Hypoproteinemia, Bruising, Necrosis of ventral neck

Dr. Connally,
I will never be able to thank you enough for all your kindness and caring and expertise with Champ. He's all I've got and honestly I don't what I would have done if I had lost him too.

There is an art AND a science to being good at something - no matter what it is- vet, coach, teacher, whatever. You have mastered BOTH and I believe it truly is what separates the good from the great - especially when fragile emotions matter as much as the prognosis of your pet. Only the great ones have that gift and you most certainly do. The legacy of CSU lives on :)

You will never know how much I appreciate all you have done and I will never forget it. From the bottom of my heart - thank you so much for everything.

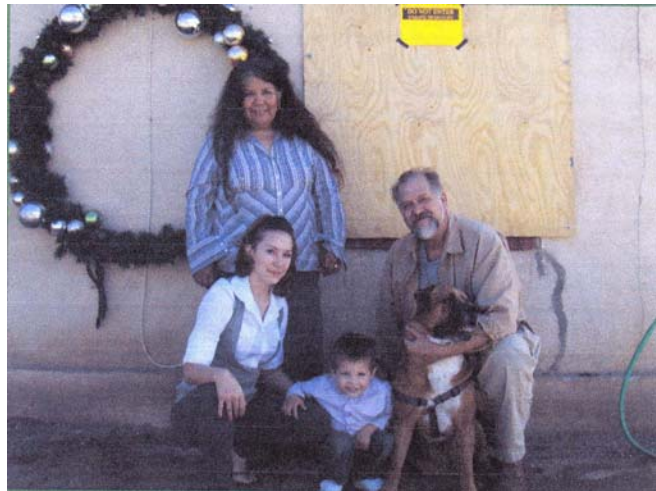
Take Care,
Becky

Date: January 2010
Owner: Mark U. & Carmen B.

Pet: Bluto Baby
Diagnosis: Smoke inhalation, Pneumonia

Dear Dr. Connally & Veterinary Specialty Center staff,

Our beloved family dog, Baby (Bluto), was seriously injured by smoke from a fire that partially destroyed our home last December. He came to you in a state of medical crisis on December 22, 2009. We are forever grateful to you for the expert care you gave to Baby, and for your understanding of the traumatic impact the disaster had on us.



You released Baby to us on Christmas Day (with a big red bow tied around his neck!). Recovery was gradual but steady; he seems now to be fully healed. Baby is even more important part of our family than before this happened. We will always remember the help you gave in our time of family need.

Owner: Elizabeth & David G.
Pet: Miranda
Diagnosis: GI foreign body

Dear Drs and Staff,
Thank you for saving my life! My family is forever grateful.

Love,
Miranda, the Doberman



Owner: Richard & Christine O.
Pet: Chelsea
Diagnosis: Euthanasia

Staff-

Thank you so much for your support on Christmas Day when we had to bring in our Schnauzer, Chelsea, to have her put to sleep. It was a tough thing not being in our home town and she had been our loving companion for almost 14 years.

Your professional caring attitudes made it bearable and we are very appreciative of that.

Thanks also for making sure her ashes made it home to Boise. We are thankful for the great job you do.

Owner: George & Connie B.
Pet: Wanda
Diagnosis: Left Radius/Ulna fracture

Dear Dr. Boulay,
In 2005 you fixed Wanda's leg, left front. You did a wonderful job. She went on to become an AKC champion.
Thanks again,
George & Connie B.

Date: January 16, 2010
Owner: Jackie S.
Pet: Summer
Diagnosis: Pneumonia

Dear Friends at Veterinary Specialty Center:
When I opened the manila envelope from all of you and saw the book, "Dog Heaven" inside, I was overwhelmed until I opened the front and back covers and saw all of your kind and thoughtful messages. Then, the tears came. The book will always be among my most treasured possessions.

I can't thank each of you enough for taking the time to write to me during one of the most unexpected and sad events of my life. You all know, more than anybody, how hard it is to lose a dearly beloved pet. And unfortunately, you all see these events fairly regularly because that is part of your work.

You deserve so much thanks and respect for extending love and kindness to animals you didn't know until they walked through your doors. However, Summer told me in her own way that you were always very good to her. She never hesitated or shook when we came in, although her visits were at times when she was ill. She placed her trust in you. Thank you for returning it with love and care.

God bless each and every one of you. You are the "angels" that guide our pets.

Date: December 16, 2009
Owner: Dr. Debbie Brooks (mobile veterinary surgeon in Phoenix area)
Pet: Taz
Diagnosis: TPLO surgery for ruptured cranial cruciate ligament

This photo was taken 4.5 months post-op TPLO surgery - thought you might enjoy a look at your work. She is doing great, kicked butt in obedience and did great at the Agility Invitational last week.



Date: November 5, 2009
Owner: Charlie & Ann Marie D.
Pet: Amanda
Diagnosis: Bilateral anal saccullectomy

Dear Dr. Gores and ICU Staff,
Thank you so much for taking such good care of Amanda. It was comforting to know she was in such caring and compassionate hands. Being able to check in a few times a day certainly eased "mommy's" fears. All of you were so understanding and took the time to explain and answer any and all of my questions.

We knew Amanda was sort of a handful while she was with you, but we truly appreciated all the effort each of you in ICU went to in order to keep her comfortable and get her to eat. She's our baby and we wish you could see how sweet she is at home!

Dr. Gores, you are an amazing woman. You took so much time with us to explain what was involved, the risks and the recovery. You even made sure Amanda was spared any undo stress. You have no idea how reassuring and comforting you were! We left Amanda with you and never doubted the care she'd get. God Bless You!

Amanda is doing really well and will have her sutures out on Thursday at Coronado Bay, California, a few days away from us and now she's extra lovey dovey! From the bottom of our hearts, THANK YOU!!!

Date: November 4, 2009
Owner: Paula C.
Pet: Punkin
Diagnosis: Hemangiosarcoma

Dear Dr. Gores and Wonderful Staff,
After surviving almost 3 months from being diagnosed and operated on for hemangiosarcoma, we had to put our precious Punkin down. That girl never once behaved as if she were ill, and what ended her days with us is that her tumors started to bleed. We miss her terribly, but what has helped is the very special care that you all showed us every step of this difficult time.

Thank you,
Punkin and Paula

Date: October 29, 2009
Owner: Thomas S.
Pet: Ruby
Diagnosis: Left metacarpal fractures

Dr. Gores,
Here is a Picture of Little miss Ruby dressed in her costume for Halloween.
Thank You Once Again for saving ruby's left leg / life.
I will NEVER be able to thank you enough...!!! and I am forever grateful.
-Thomas S.



Date: July 30, 2009
Owner: Frank and Jane S.
Pet: Sophie
Diagnosis: Luxated hip repair

Dear Dr. Boulay,
We would like to thank you and your team for all you did to get Sophie's dislocated hip joint repaired. She is back to her old self and recently competed in an agility trial in Flagstaff. She did very well after her 4-month hiatus. Here is a picture of her from that trial. Again, thank you so much for restoring her active life style.
Sincerely,
Frank and Jane S.



Date: April 21, 2009
Owner: Candace and Weldon G.
Pet: Eden
Diagnosis: Immune Mediated Polyarthritis, Septic Elbow Joint

Dear Dr. Boulay,

My husband and I want to thank you for all that you did in providing wonderful, caring service each time we brought in our German Shepherd, Eden. The staff at your center and the way you have created and arranged services speaks of dedication to pets and their owners. That was especially true last Tuesday when we brought Eden in for her final visit. Dr. Bachtel was so informative, helpful and kind in guiding us through of the most difficult of times. He did an excellent job and was a tremendous help. Thank you for notifying Casas Adobes as well.

Appreciatively,

Candace and Weldon G.

Owner: Sue & Joe K.
Pet: Ally McBeagle
Diagnosis: Splenic Hemangiosarcoma

Our beagle, Ally, had surgery on 10/25/07 (with Dr. Gores). The surgery went well but she was diagnosed with cancer and we were told with this tumor type that she'd be comfortable through the holidays and maybe only survive another 4-6 months. A year and a half later, she's doing great and still spunky. Thank you for everything you did for Ally, we really appreciate it!

(Addendum: Ally's cancer recurred in December 2009. The owner's elected humane euthanasia at VSCT after she collapsed from her illness. They were so grateful that we were able to give her two more years of great quality life after her initial diagnosis in 2007.)

Owner: Ruthanne P.
Pet: Ruby
Diagnosis: Ethylene Glycol (Anti-Freeze) Toxicity

Dear Ms. Woods:

I am writing to tell you how much I appreciate the service I received from four of your staff members recently. I lived in Tucson for many years and had been to Veterinary Specialty Center of Tucson (VSCT) many times since it opened. My best friend Jane Galanis works there and I know the best veterinarians in the country are there also. A couple of years ago I moved to Flagstaff and I have a regular veterinarian up here.

On March 9th one of my canine "children" got out of the yard and ingested garbage and other unknown substances. The diagnosis was ethylene glycol poisoning by my vet here in Flagstaff. I called Jane to get information about the treatment and my expectations. She

suggested that I check with my veterinarian to see if the dog was stable enough to be brought to VSCT. The treatment needed to be started immediately so transport to Tucson was not practical. Jane recommended that the case be consulted with one of the emergency vets at VSCT. She spoke with Dr. Beeunas first. Dr. Connally overheard and since one of her specialties is ethylene glycol poisoning, she gave information to Jane to be passed on to me. She also gave Jane permission to call her at home on her day off for further consultation with my case veterinarian.

It was so comforting to have Jane, Dr. Beeunas, and Dr. Connelly on my case. A big thank you also to Jen Muth who helped out by watching the fax machine for the latest blood results and delivering them quickly to Dr. Connally. I thank all of them for sharing their knowledge, concern, and dedication knowing I was not even in Tucson. Dr. Connally even got involved in the case on her day off while she was caring for a patient in the clinic. I will refer everyone who needs the best veterinary care to VSCT. Please extend my thanks with these Superstar awards to Jane, Dr. Beeunas, Dr. Connally and Ms. Muth.

I like living in Flagstaff, but the best technicians, Veterinarians and staff are in Tucson at Veterinary Specialty Center of Tucson!

Sincerely,
Ruthanne P.

P.S.—Ruby Recovered!!

Date:	April 14, 2008
Owner:	The E. Family
Pet:	Scrappy
Diagnosis:	Vomiting Blood

The staff at veterinary specialty center of Tucson—
There should be more people like you!
Thank you so much for all you did for our dog, Scrappy. Your staff is very organized and kind. The staff fully understands customer service, which is hard to find. I have highly recommended you to family and friends. Thanks again—
The E. Family

Date:	February 12, 2008
Owner:	Chris M.
Pet:	Scrappy
Diagnosis:	Small intestinal tumor with bile duct obstruction

Dear Dr. Mike Roy-

I wanted to thank you for taking the time to meet and treat my beloved dog Bacci (black lab) on Thursday—February 12th.

Your getting us in at the right time allowed me to make a painful but appropriate decision about how to proceed. And now, gratefully, and with the kind assistance of Dr. Buzz Cohen, he's no longer riddled with cancer or pain and probably hanging out with his canine friends and family on the other side.

Blessings to you for the work you do and the care you showed me and my boy.
-Chris M.

Date:	December 29, 2007
Owner:	Vincent L.
Pet:	Belle
Diagnosis:	Painful post op right knee surgery

Dear Dr. Boulay-

I'm writing to let you know how appreciative I am of your emergency staff at Veterinary Specialist Center. Our dog, Belle, was breathing very strangely the evening of the day we brought her home from surgery. In fact it was early morning about 1 a.m. when we noticed it. We were very concerned.

After about 10 minutes of discussion my wife and I decided not to take a chance and called your office. The girl who answered, Alicia I think her name was, didn't sound like she was suddenly awoken out of a slumber with a "what do you want" attitude. Just the opposite actually. That was the first relief, a voice that not only was human but sounded it. "Bring her in" she advised.

We were met by Dan Cwiak. First I want to thank whoever hired this man. Because the stress we were under at that moment being as high as it was, the "bedside manner" that Dan greeted us with was just what we needed. We were tired, it was now 1:30 a.m. our dog's life was apparently in danger and quite frankly we were freaked out. I don't know how else to put it.

To make a long story short, all was well in the end. Dr. Nichols saw Belle, gave her a shot, (which was as good as the one I needed) and we were in the lobby waiting to receive our bill and check out. As soon as Dan got back to us and Belle got up again she vomited. I apologized and instinctively began to pull out tissues to clean up the mess. "I'll get that" is exactly what Dan said. Then, after cleaning up the mess and taking our payment, the young man carefully went over all the notes the doctor typed up, put together the Elizabethan collar we had gotten and ushered us out of your office like honored guests. This is just a level of service to others that needs a mention. I'd be remiss if I didn't. The compassion showed by your staff meant so much to me and my wife. It really did. Please pass this on to your staff and thank them for me.

-Vincent L.

From Dr. Sally Rademaker (Veterinarian at Sunrise Pet Clinic)

April 2, 2008

Dear Dr. Connally (Heather) and the entire staff at VSCT-

This seems like a really good time to let you all know how much we appreciate your commitment to the care of our mutual patients (and, really to all patients that come to your hospital). I come from an era when emergency care, if it existed in a community, was staffed either by the local family veterinarian and the clinic crew on a rotating basis, or a nights and weekends only availability of emergency teams.

Continuity of care and coordination of communication and purpose was an ongoing struggle. We are very lucky to have the continued dedication to the excellent care you offer and the flexibility you offer in options to pet owners (Not all owners can afford extensive or intensive care for their pets.)

In previous times it was not unusual to be the "regular" family veterinarian who had to listen to and sort out the grievance of a pet owning client who felt the care of their pet was compromised by "having to go" to another veterinary hospital for emergency care. Not so, now, with you and VSCT here. Sunrise Pet Clinic can never provide those pets that need more intensive or advanced care with the facilities, equipment and expertise to have even a chance to overcome their illness like VSCT can 24 hours a day, 7 days a week, and 365 days a year.

Thank you.

Dr. Sally Rademaker and the entire staff at Sunrise Pet Clinic

Date:	_____ June 7, 2008
Owner:	_____ Sarah and Drake M.
Pet:	_____ Drake
Diagnosis:	_____ "Bloat" (GDV – Gastric Dilatation and Volvulus)

There are no words that can express how grateful I am to all of the staff here at VSCT!! Drake came in with a GDV and you all took part in saving his life. I want to especially thank Dr. Beeunas, April and Dan for seeing Drake safely through his surgery. This is a wonderful facility with loving, caring professionals. I thank you for making it possible to carry out my life with my big beautiful boy by my side!!

Sarah and Drake

Date:	_____ July 14, 2008
Owner:	_____ Dannie C.
Pet:	_____ Salem

Diagnosis: Euthanasia

Dear Dr. Bachtel and Staff,

Thank you for being there for me. There are few times in my life I've needed help like the night Salem and I came to you. The fact you were there all night was amazing, but the care and compassion you displayed was outstanding. I realize this may have been a fairly routine situation for you, but you treated Salem and I with respect and honesty. It is a hard thing to end the life of a friend you have shared so much of your life with. As you know, it makes a grown man cry. Any Boxer owner will attest that they are heart breakers. I'm thankful for 11 great years with her, and am in the middle of adopting another young female boxer from rescue. The paw print with Salems name was certainly above and beyond, I can tell you, that's a very special thing you do. To who ever goes to the trouble of making that happen-thank you! I don't know if you do normal check-ups and normal canine maintenance, but I will check it out, and bring my new boxer to her new vet.

Sincerely,
Dannie C.

Date: July 19, 2008
Owner: Paula N. and Gary V.
Pet: Mighty Mouse
Diagnosis: Pneumonia

Dr. Connally and staff:

We want to thank you so very much for your true kindness, caring and compassion. Even the ladies at the front desk were so kind and considerate! Dr. Connally, you are a real jewel in our books. Thank you for your honesty and your kind and gentle professional manner. You made a very hard decision very easy to make because I know you love all animals like I loved Mighty Mouse and all my pets. I love your clinic and your staff and will definitely be back. Thank you for the card, the paw prints and most especially "Rainbow Bridge". Just beautiful!! You all are a class act. Keep up the great work! God Bless You!

Date: August, 2008
Owner: Donnie and Eileen L.
Pet: Annie
Diagnosis: Mast Cell Tumors

Dear Veterinary Specialty Center Staff,

We want to thank you for all of the excellent care you gave Annie of the last ten months of her life. You were always there to support us and do what was best for her during her health issues and chemotherapy treatments. As you know, Annie meant the world to us. She was our canine child and we could not have loved her more. We are heartbroken that she is gone, but we are thankful to you for being there during such a hard time in her life. We know that she is in Dog Heaven now, and we have faith that she is being loved by the angels, eating lots of

treats and sleeping on cloud pillows. We know that we will see Annie again someday, but for now we will cherish the wonderful memories we have of her and we are thankful that we had such a beautiful gift in our lives for so many happy years. Thank you for being a part of that gift.

With all our love,
Donnie & Eileen L.

Date:	July 31, 2008
Owner:	Lola C.
Pet:	Tempe
Diagnosis:	Paralysis from Intervertebral Disc Disease

**To my friends at Veterinary Specialty Center of Tucson
From the loud mouth Weimeraner – Tempe**

I am doing much better- I can scratch my ears with my back feet and I can even cover my poop with my back legs!!! I take my walks every day- in fact I go fast I make my daddy walk real fast. As you can see my scar has healed real well and my hair is almost all grown back. People think I am cute again.

The only problem I have now are that my parents think I am the most spoiled dog in the world, and my regular vet said I should loose some weight- I am doing it, but I will bite her next time I see her!!!

Thank you very much for saving my life- because I got a good one!

A special thanks to Dr. Gordon and Dr. Miller for cutting me real good.
Your friend always,
Tempe C.

Date:	January 24, 2007
Owner:	Frank and Iris L.
Pet:	Astra
Diagnosis:	Nasal Squamous Cell Carcinoma

Dear Dr. Barb (Gores) and Dr. Jim (Boulay):
It is with sad hearts that Iris and I write to let you know that we put Astra to sleep on Saturday. With her cancer and old age, her condition significantly deteriorated in the last few weeks.
WE chose to put Astra to sleep at Veterinary Specialty Center due to your Comfort Room. WE felt that this would be the best environment for Astra and ourselves,



and we thank you for making such a comfortable space available for pets and their owners. Also, we cannot praise Dr. Stapleton enough for her empathy and consideration. They were exactly what we needed during this highly emotional time.

Iris and I also greatly appreciate the care that both of you provided to Astra. We were always very confident that her health was in the very best of hands for the specialized procedures that were required. You definitely extended her life, giving her the best quality of life possible. Your staff was always friendly and helpful. Thanks you very much for your consideration, professionalism and genuine care for our precious companion, Astra.

Sincerely,
Frank and Iris L.

Date:	February 5, 2007
Owner:	Susan O.
Pet:	Sergio
Diagnosis:	Perineal Hernia Repair Surgery

To Dr. Gores, Boulay and the rest of your terrific staff!

Thanks so much to you Dr. Barbara and the rest of your kind and caring staff for taking such excellent care of my beloved Sergio. To be told that he was a perfect patient was so heart warming, even if possibly exaggerated! He does love the ladies, however, so I tend to believe that he was on his best behavior.

I knew just from speaking with you that he was truly cared for, not just physically but in terms of affection and reassurance. Perhaps with the exception of the two times that I know of when he positively saved my life, I could not have been more proud of him than when I was told by one of your staff that everyone took turns taking him out for walks on a daily basis as he was so good natured and well behaved. (I like to think, due to his affectionate nature) I've had 4 dogs and this has been my experience with all of them!

I have an advisory caseload of hundreds of students at the U of A and when the subject of dog ownership arises, I quickly hand out your business cards (Dr. Boulay took excellent care of my Ava in August!)
Best—Susan

Date:	March 15, 2007
Owner:	Walter and Rita G.
Pet:	Rebecca
Diagnosis:	Hemangiosarcoma (Cancer)

Dr. Matz, Dr. Boulay, Debra and Jennifer,
Thank you

...for the extraordinary immediacy of your loving care at a moments notice
...for your compassionate concern and comforting expenditure of time
...for your expert skills and top of the line veterinary emergency facility
...and for that wonderful private and soothing waiting room that allowed us to ventilate and come to grips with the reality of Rebecca's illness

For these reasons and more we had two more healthy and glorious weeks instead of days with Rebecca. We will forever be grateful!

Walter and I want to thank all of you, not just for what you did, which was wonderful, but for the warmth and the caring you put into it. You're all very special people. Thanks for making Rebecca feel special too.

-Walter and Rita G.

Date:	March 9, 2007
Owner:	Harmony S.
Pet:	Elli and Oz
Diagnosis:	Surgery for Angular Front Limb Deformity

From Harmony Serlin

RE: Elli and Oz

Dear Dr. Boulay and staff:

With so many choices in veterinary care, it is hard to find a clinic one can trust. As a pet owner, the health and well being of my loved ones is paramount to me. It is difficult to walk into any veterinary office and feel at ease that my pets will receive the best care possible. But that is how I always feel when walking in the doors of Veterinary Specialty Center of Tucson. I feel so confident in the services you provide to my four-legged friends. The entire staff at your facility always treats its clients with such a high-degree of professionalism and courtesy. I love walking into your clinic worry-free. I am so pleased with my experiences at your clinic and am happy to refer you to any friends and/or family who need superior veterinary care. It is refreshing to go to a veterinary center where I can trust my pets with anyone of your staff members. I feel like my pets are a part of your family as well. The time and attention that is paid to the comfort and well being of my furry companions is something one cannot put a price on. Thank you again for such outstanding care, love, and consideration for all of your client's needs.

Sincerely and Happily,
Harmony S.

Date:	February 4, 2006
Owner:	Liz A. and Pam F.
Pet:	Chelsea
Diagnosis:	Kidney Failure, Euthanasia

Dear Dr. Sinnott and Erin Kerr,

We would like to take this opportunity to thank you so very much for the compassion you showed us when we had to bring our dear Chelsea in late Saturday night. As you know it was such a hard thing for us to do even though we knew it was what was best for her.

You, Dr. Sinnott, were so wonderful about explaining everything to us and giving us the time to say goodbye. We appreciated your staying with us and giving us your comfort and support. We had hoped when the time came that we could put her to sleep at home but that wasn't possible. We were feeling very badly that we had to take Chelsea to a clinic environment but the kindness you both showed us and the nice little room where we said our goodbye made us feel better about what we were doing.

We know, Erin that this probably wasn't the first dog you have seen being put to sleep but you made us feel that you felt our sadness as if it was your own pet and that meant a lot to us. We also appreciated your personal comment about being sorry for our loss on the card. Last but not least, we were blown away when we came to get Chelsea's remains and were given the wonderful paw plaque with her name, the very nice card, and the Rainbow Bridge writing all enclosed in a clear bag with hearts on it. That is a very thoughtful and caring way to give the pet back to the owners and much appreciated by us. We had not read Rainbow Bridge before and that is beautiful and very comforting.

All of this just goes to show how much the Veterinary Specialty Center and everyone connected with it care about the owners and their pets. Again, an extra special big thank you to the two of you.

Sincerely,
Liz A. and Pam F.

Date:	January 27, 2005
Owner:	Laurie and Chris L.
Pet:	Han Solo
Diagnosis:	Bilateral TPLO surgery for bilateral cranial cruciate ligament ruptures

Thank you all so much for your expertise and kindness in taking my ongoing vet tech calls. If the rest of the world were only half as kind as you all....May your hearts be happy everyday.
Love- "Han Solo", Laurie and Chris

Date:	February 2, 2005
Owner:	Tony and Elaine C.
Pet:	Doc
Diagnosis:	Mandibulectomy for Oral Cancer (Fibrosarcoma)

Dr. Barbara Gores-

We just want to thank you so very much for your wonderful care of Doc. WE very much appreciate your skill, expertise and genuine love of the animals. It really does show. Dr. Armstrong and Dr Jones had the highest praise for you and your surgical work. We are lucky to be on the receiving end of your skill.

Thank you for everything you did in helping Doc to heal. She looks great. All her skills and behaviors have returned so she has adjusted just as you said she would.

Per Dr. Klein, no need for radiation or chemo as your clean margins are so good.

Thank you! Thank you! Thank you!

-Tony, Elaine and Doc C.

Date:	December 8, 2005
Owner:	Bill and Diana B.
Pet:	Millie
Diagnosis:	Lung Tumor/Cancer

Dear staff at Vet Specialty Center Tucson:

My wife Diana and I wish to pass on our sincere compliments to all of your staff. We have never been treated with such professionalism and given such comfort, as we received in your clinic. The entire staff was caring and very kind and understanding of our feelings. Our little dog of 12 years (Millie) had cancer and we needed guidance and open dialogue as to all options. This was truly provided to us through Dr. Bob Vasilopoulos. Your center can take great pride in having such high class individuals on staff. On Monday, 12/5 I brought Millie to the center essentially to have further tests. However, the week-end was very difficult for her. She had much difficulty breathing and could not eat. She told us what was needed. Dr. V. could not have been more gentle and understanding, and then Millie went to be with her God. We thank you all so very much for helping us gently through this painful time. God bless all of you and Merry Christmas.

Love and Respect-

Bill and Diana B.

Date:	December 10, 2005
Owner:	Rachel M.
Diagnosis:	TPLO surgery for Cranial Cruciate Ligament Rupture

We have a three year old golden retriever and last year she tore her ACL. After many visits to many veterinary physicians, we researched Dr. Gores and found her to be the expert in the Slocum procedure. She took so much time explaining the procedure and we couldn't be happier with the results. Our golden is back to her happy self and acts like a puppy again. Dr. Gores is amazing and she comes with our highest recommendation!

It takes special people to take care of those who are hurt and sick, even more so when the patient is an animal who cannot express what is wrong. There are not enough words to express my thanks. Thank you all for the care, kindness and compassion you have shown Jesse and my family, and for allowing me the late night visits.

Thank you,
Rachel M.

Date:	March 8, 2006
Owner:	The R. Family
Pet:	Katie
Diagnosis:	Euthanasia

To Veterinary Specialty Center of Tucson,
We just wanted to send you a note thanking all your staff for what they did. On Sunday, February 2, 2006, we had to bring our poor doggie in to be put to sleep. From the moment we walked in your staff treated us with such loving care. Our nurse was outstanding and the doctor was very loving. Later in the week we were mailed a stone with her paw print and a couple weeks later we were mailed a sympathy card for our Katie. It meant so much to us to get those things. Hopefully we can see you for future visits that aren't so sad.

Thank you so much for your love.

♥ The R. Family

Date:	May 8, 2008
Owner:	Susan McC.
Pet:	Simon
Diagnosis:	Bilateral Thyroid Tumors: Surgical Excision

Dearest Dr. Barbara Gores:

I did not have a chance to meet you but I want to THANK YOU for doing such an incredibly good job removing the thyroid tumors from our Siamese cat, Simon, Monday May 8th. I am a critical care RN (open heart surgery unit at Northwest Medical Center) and researched Simon's proposed surgery before the operation. Thus, I have some idea of the expertise it took to remove, especially the right thyroid lobe/tumor. Simon is a little hoarse two days postoperative but is meowing (his usually loud voice has returned now that the walnut sized right thyroid tissue is out). He is a little hyper (to be expected) but not excessively so. No sign of hypocalcemia yet, but maybe this won't happen. He is eating and drinking and seems to have no difficulty drinking even water! (No coughing or drooling noticed). I anxiously await the pathology report. I don't want to see your meticulous work wasted by a cancer consuming him in the end.

With great gratitude and warmest regards,
Susan McC.

P.S. Simon is sitting beside me PURRING as I write this (a little gurgly, but none-the-less a strong purr!)

Date:	April 27, 2006
Owner:	Gilda S.
Pet:	Fiona
Diagnosis:	Liver Shunt

Dear Drs. Matz and Boulay, medical technicians and administrative staff:

I am writing to express my deepest gratitude for the exceptional care that you have given Fiona. The professionalism, compassion, caring, and generosity extended to both of us fell nothing short of excellent while she was in your care. Having worked as a technician in a veterinary hospital for several years, I am pretty well aware of what it must take to run a facility of your size and maintain so solid a reputation. Again, kudos to you all!

Fiona is doing very well....so well in fact that it's been a challenge to keep her from embarking on a repertoire of normal puppy antics. It's amazing what the correct diagnosis and treatment will do. Who knows....she might just grow into those enormous feet of hers someday.

Very truly yours,
Gilda S. and Fiona