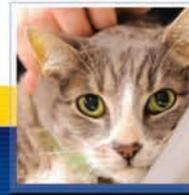




NORTHSTAR VETS®

Veterinary Emergency Trauma & Specialty Center



NORTHSTAR VETS®

Veterinary Emergency Trauma & Specialty Center
Leading the Way.

315 Robbinsville-Allentown Road
Robbinsville, NJ 08691

P: 609.259.8300
F: 609.259.8484

www.northstarvets.com



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facebook.com/northstar.vets



youtube.com/user/NorthStarVETS



pinterest.com/northstarvets



Leading the Way.





Welcome to NorthStar VETS, where we are leading the way in specialty veterinary care.

We are an emergency, trauma, and specialty care hospital serving the New Jersey, Delaware, Pennsylvania and New York regions. Our team is dedicated to delivering exceptional, personalized service and timely communication, allowing you to always be involved in the care of your patients. We understand that you know your patients best. Together, we can provide your clients with the most progressive and comprehensive care available.

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NorthStar VETS is proud to be locally owned and operated.



Referral Process & Policies

We respect the close relationship you've nurtured with your clients and their pets, and encourage all pet owners to visit their family veterinarian for routine care. However, when a pet experiences a health concern outside the norm, you can rely on NorthStar VETS to be your partner for emergency, critical care, trauma, and specialized veterinary services.



Emergency, trauma, and critical care assistance does not require an appointment. Your clients can bring their pet directly to our hospital 24 hours a day, 7 days a week. Should you discover that your patient needs the expertise of a specialist's attention, we welcome your referrals. Following an initial evaluation, our staff is committed to collaborative partnership and we will keep you abreast of your patient's condition and any necessary procedures. We will also provide you with our expert recommendations for ongoing care and treatment.

To refer or discuss a case, please call our front desk at **609-259-8300**, call our doctors directly using the Star Line at **609-223-1520**, visit us online at www.northstarvets.com, or use **NorthStar VETS Connect**, our new referral app. We've launched a new app available at www.northstarvets.com/portal that makes the referral process simpler and faster for you. Communicate with the touch of a button and refer patients using the online form with unlimited space for patient history, images and related documents.

Avian and Exotics



At NorthStar VETS, we not only love the furry kind, but the feathered, scaly, and pocket variety as well. Our avian and exotics department is dedicated to the health and well-being of some of the smallest and most unique members of a family. We appreciate that medical and behavioral care of these special pets is hard to find. Due to the uniqueness of the avian and exotics service, we go beyond normal referrals to include primary wellness care.

Below are just some of the services we offer:

Avian

- Consultations regarding husbandry and management
- Diagnosis and management of medical problems, behavior problems, and geriatric problems
- Soft tissue surgeries; orthopedic repair, including beak repair and prosthesis
- Diagnostic laparoscopy, including organ biopsy, GI endoscopy for biopsy and foreign body removal, diagnostic tracheal, and pulmonary endoscopy

Rabbits, Guinea Pigs, and Chinchillas

- Consultations regarding husbandry, behavior, and management
- Diagnosis and management of medical problems, including: GI stasis, behavior problems and geriatric problems such as cardiomyopathy, arthritis, GI problems, oral problems, chronic bloating
- Soft tissue surgeries
- Dental services, including incisor and molar trims and extractions
- Diagnostic and therapeutic GI and tracheal/pulmonary endoscopy

Ferrets

- Consultations regarding husbandry, behavior, and management
- Diagnosis and medical and/or surgical management of other medical problems, including: GI endoscopy, GI foreign body removal, lymphocytic-plasmacytic gastroenteritis and colitis (IBD), diagnostic tracheal/pulmonary endoscopy
- Surgical and medical management of adrenal disease, insulinoma, lymphosarcoma, and other neoplastic diseases; orthopedic repair
- Dental services, including routine prophylactic cleaning, incisor, and molar extractions

Other Small Mammals (Rats, Mice, Hamsters, Sugar Gliders, Hedgehogs, Degus)

- Consultations regarding husbandry, behavior, and management
- Diagnosis and management of medical problems, behavior problems, and geriatric problems such as cardiomyopathy, arthritis, GI problems, oral problems
- Soft tissue surgery; orthopedic repair; dental services

Reptiles, Including Turtles, Lizards, and Non-venomous Snakes

- Primary care, including wellness visits with consultations regarding husbandry and management
- Diagnosis and management of medical problems, behavior problems, and geriatric problems
- Soft tissue surgeries; orthopedic repairs, including shell repair for turtles

In addition, we offer 24-hour emergency and trauma treatment, and 24-hour hospitalization with specialized intensive care for all these pets.

Veterinary Behavior

Behavior problems are often complex, they are the most common reason for the relinquishment of domestic pets. When the bond between a pet and its family deteriorates, this impacts all of us within the veterinary community. In most cases, behavior problems respond successfully to changes in management and to behavior modification. At NorthStar VETS, our behavior department provides clients with a comprehensive treatment plan, which includes humane, science-based behavior modification methods and progressive management. A correct diagnosis will be made so that appropriate therapies can begin. Clients will come to understand what realistic goals are and how to change their own behavior to mitigate recurrences. Whether the pet has a common issue or a rare disorder, our board-certified veterinary behaviorist will get to the bottom of the problem.

The behavior department commonly treats referrals with the following issues:

- Aggression to people
- Aggression to other animals
- Separation anxiety
- Generalized anxiety
- Elimination disorders
- Noise phobias/Thunder phobia
- Ingestive disorders
- Repetitive behavior
- Unruly behavior
- Inappropriate attention seeking behavior

The behavior department has both full and brief appointments available (for follow up and “diagnosis only” cases).

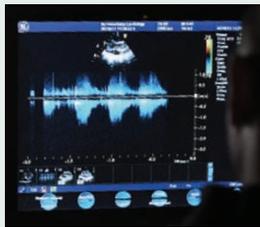
★ Cardiology

Our cardiology department specializes in comprehensive diagnosis and treatment of diseases affecting the heart and lungs. We offer a wide range of consultative and evaluative services, and our experienced team is committed to offering the most progressive cardiac diagnostics, medical therapy, and interventional treatments available.

We are trained and experienced in the diagnosis and treatment of congestive heart failure, pericardial and pleural space disease, neoplasia, pulmonary disease, congenital cardiac disease (patent ductus arteriosus, pulmonic stenosis, aortic stenosis, hypertrophic cardiomyopathy), and acquired cardiac disease (valvular insufficiency, dilated cardiomyopathy, pericardial disease).

Some of the consultative and evaluative services we offer include:

- Thoracic and cardiac echocardiography
- Electrocardiogram interpretation
- Heart murmur evaluation
- Treatment of congenital and acquired cardiac disease
- Treatment of arrhythmias
- Halter monitoring
- Pacemaker implantation
- Pre-adriamycin evaluation
- Pre-I-131 hyperthyroid treatment evaluation
- Treatment of thoracic and pericardial neoplasia
- Pleurocentesis
- Abdominocentesis
- Pericardicentesis



All departments will provide you with a detailed report including diagnosis, suggested treatment plan, prognosis, and follow-up care recommendations.

★ Clinical Pathology

NorthStar VETS is pleased to offer the service of Clinical Pathology to referring veterinarians.

The area of referral/diagnostic clinical pathology includes:

- **Cytopathology – Fine-needle aspirates, biopsy impression smears**
- **Bone marrow aspirates**
- **Fluid analyses –Body cavity effusions, Cerebrospinal fluid, Tracheal wash fluid, Synovial fluid**
- **Urinalysis**
- **Blood smear reviews**

This allows NorthStar VETS to provide in-house processing and staining of cytologies and blood smear reviews for instant diagnosis with same-day reporting for efficient treatment. In addition, area clinics can utilize this same service for emergency/STAT samples.



Dentistry

Proper dental care can transform a pet's life. More and more studies are showing potential links between the health of a pet's mouth and systemic health. Pet dentistry has been overlooked for years, but today there are board-certified specialists trained to recognize and treat a variety of conditions affecting the teeth, gums, and mouth.



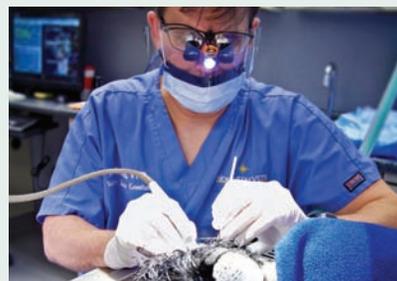
Since patients usually require general anesthesia for evaluation and treatment, the safe and effective use of anesthesia and pain management are an integral part of our dentistry team's training. We use advanced diagnostic techniques such as dental radiology, MRI, CT scan, and laboratory evaluations to

make accurate diagnoses prior to treatment to improve the oral health and the general wellness of our patients.

Our specialist is experienced in a variety of procedures including:

- **Periodontal debridement and periodontal surgery**
- **Bone augmentation for treatment of periodontal bone loss**
- **Surgical extractions**
- **Root canal therapy for fractured teeth**
- **Placement of protective crowns**
- **Restoration of cavities**
- **Treatment of feline stomatitis**
- **Treatment of feline tooth resorption**
- **Biopsies and treatment of oral tumors**
- **Treatment of gingival hyperplasia**
- **Treatment of palatal defects**

For more information on our dentistry services, please visit our website.



Dermatology

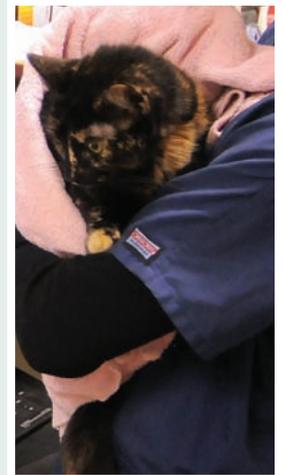
Our dermatology department has significant expertise in the diagnosis and treatment of ear, skin, and hair coat disorders. We are equipped to conduct a variety of diagnostic tests to aid in the identification of the cause of a pet's skin/coat problems.

Our highly skilled team is trained to diagnose and treat a variety of chronic and serious dermatologic concerns, including allergies, skin and subcutaneous infection, parasitic infestations, immune-mediated disease, otitis, skin abnormalities, alopecia, and skin cancer.

Our comprehensive diagnostic tools and treatments include:

- **Skin scraping and mite identification**
- **Cytology to detect bacterial or fungal disease**
- **Skin/ear cultures (bacterial and fungal) to aid in diagnosing and treating resistant bacterial/fungal infections**
- **Comprehensive allergy testing and immunotherapy for pets presenting with seasonal/non-seasonal allergic symptoms**
- **Ear cleaning and video otoscope visualization of the ear canal**
- **Skin biopsies**
- **Food allergy trials**
- **Allergy shots**
- **Laser surgery**
- **Cryotherapy**

Our dermatology department stays current in the improvements in the identification, diagnosis, prognosis, and therapy of recognized and newly recognized diseases. We are committed to working in partnership with you to determine the cause and develop a treatment plan for your patient's skin, ear, or allergic disease.



Emergency, Trauma & Critical Care

Our department consists of a team that includes board-certified critical care specialists and dedicated, highly trained emergency clinicians and technicians who are on staff 24 hours a day, 7 days a week, every day of the year. Our emergency staff members are capable of managing a wide variety of emergencies ranging from minor wounds to complicated life-threatening diseases. Treating a broad scope of critically ill and trauma patients on a daily basis is our specialty. Our staff collectively provides extraordinary and individualized care to every patient; working together, we have created a seamless network that ensures unsurpassed continuity of care for all our patients throughout the day and night.

We respect and understand the unique relationship you have established with your clients and their pets. As an extension of your hospital, we promise to provide a state-of-the-art facility with the most advanced technology, resources, and personnel in veterinary medicine today. We are dedicated to maintaining the partnership between your clients, our emergency staff, and you. We understand that a successful outcome is only possible when we work as a team with you and your clients to provide this continuity of care, and in all cases, you will receive timely communication and status reports on your patients.



While some patients are treated and discharged the same day, our hospital offers 24-hour supervision of critically ill pets in a dedicated ICU that provides advanced life support and intensive care services, including:



- Positive pressure/assisted ventilation
- Advanced cardiac, hemodynamic, and respiratory monitoring
- Centralized telemetric ECG and vital signs monitoring
- CPR/advanced life support
- Intensive care oxygen therapy (intranasal, transtracheal)
- Oxygen cages appropriate for dogs, cats, and exotic pets
- Enteral and parenteral nutrition
- Transfusion medicine/blood product administration
- Advanced venous access and catheter placement
- Endoscopy
- Staff run in-house laboratory (24 hours/day)
- Non-invasive and invasive blood pressure monitoring
- Blood gas analysis and coagulation studies
- Balanced anesthesia and pain management
- Advanced diagnostic imaging
- Peritoneal dialysis
- Continuous blood glucose monitoring



Our board-certified specialists are on call 24 hours a day for emergency surgeries and other procedures.



We are always prepared to handle the most severely injured or critically ill pets; our hospital is equipped for any patient, at any time, regardless of the cause or severity of their illness, and our staff readily provides the same level of care and concern 24 hours a day. Our emergency service has earned the confidence and trust of many pet owners and veterinarians in our community and we sincerely hope to become your first choice for referring emergency, trauma, and critical care cases. We welcome the opportunity to speak with you and provide you with a tour of our state-of-the-art intensive care unit.

Internal Medicine

When your patient needs expert diagnosis for advanced disease or uncommon problems, our internal medicine department is ready to support you with consultations, ultrasounds, and endoscopy available 7 days a week.

Our specialists are highly trained to identify and treat a variety of conditions, including endocrine disease, infectious disease, liver disease, anemia and other blood disorders, chronic vomiting and diarrhea, pancreatic disease, kidney disease, coughing and breathing problems, unexplained fever and weight loss, and suspected cancer.



We perform comprehensive physical examinations and use equipment and tests, such as:

- Ultrasonography
- Endoscopy
- Radiography
- Rhinoscopy
- Colonoscopy
- Cystoscopy
- Fluoroscopy
- Bronchoscopy



With all our services, you receive reports within 24 hours so you are kept fully apprised of your patients' status.

Interventional Radiology

Interventional Radiology and Interventional Endoscopy techniques have been widely utilized in human medicine for the past 20-30 years. Following the trends in human medicine, there is an ongoing effort to adapt and develop minimally invasive techniques for the management of various problems facing veterinary patients. Interventional Radiology involves the use of advanced imaging methods (Fluoroscopy, CT, and MRI) to gain access to different anatomical structures. Interventional Endoscopy involves the use of endoscopes (small cameras) which can be guided throughout the body via naturally existing orifices. Minimally invasive procedures offer the advantages of smaller incisions, decreased pain, shortened anesthesia times and shorter hospitalization as compared to traditional open surgical approaches.



Applications of Interventional Radiology and Interventional Endoscopy techniques currently available at NorthStar VETS include:

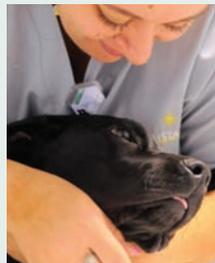
- Tracheal stents for tracheal collapse and tracheal malformations
- Nasopharyngeal stent for nasopharyngeal stenosis (both benign and malignant etiologies)
- Urethral stents for benign and malignant urethral strictures
- Ureteral stents
- Intrahepatic portosystemic shunt
- Chemoembolization

Other services being offered by the IR/IE Service:

- CT Angiogram
- Percutaneous cystolithotomy (minimally invasive bladder stone removal)
- Hydraulic occluder for refractory urinary incontinence
- Endoscopic-assisted gastropexy (minimally invasive gastropexy)

Neurology

The neurology service specializes in disorders of the brain, spine, as well as nerves and muscles. Our board-certified neurologist is well versed in the latest techniques and therapies that are available. We understand that patients with neurologic disorders can be difficult to assess and treat, so we are available to help you with those cases where you would appreciate that second opinion. We also are equipped with the most advanced diagnostics to help diagnose and treat a variety of neurologic diseases in the most expedient and efficient manner possible. We understand that early intervention and treatment can make all the difference in the survival of patients with advanced neurologic disease. After referral, you will be contacted via phone or fax with a complete update on the diagnosis and treatment plan for your patient to make sure that the team approach to care of the patient is optimized. Phone consultations are also available with the neurologist to discuss your difficult cases or get updates on new therapies available.



Services offered through the neurology service include:

- Brain surgery
- Cerebrospinal fluid (CSF) sampling and analysis
- Computed tomography (CT)
- Electrodiagnostics - including electroencephalography (EEG), electromyography (EMG), and nerve conduction studies
- Magnetic resonance imaging (MRI)
- Muscle and nerve biopsy
- Neuropathic/chronic pain therapy
- Spinal surgery



The neurology service also offers consultation for animals with difficult to control seizure disorders such as epilepsy. With in-depth knowledge of new and emerging seizure therapy, we can offer therapy regimens to optimize seizure control, improving the quality of life for owners and animals alike.

The neurology service works closely with our rehabilitation and pain management specialists to ensure all animals are given the best opportunity for making both a comfortable and complete neurologic recovery.

Oncology

As with all medical intervention at NorthStar VETS, our oncology department focuses on the patient's quality of life as the most important aspect in determining the appropriate course of treatment. Essential to the treatment of cancer is an accurate diagnosis, followed by proper staging.

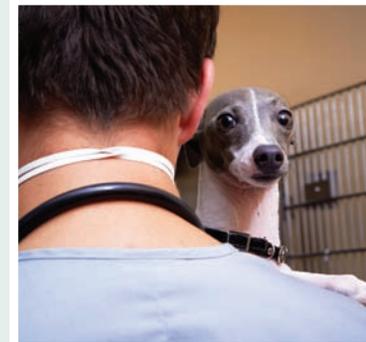
We are trained and equipped in all aspects of cancer care and routinely perform the following procedures and diagnostic tests:

- Bone marrow aspirates
- CT scans
- Digital radiography
- Fine needle aspirates
- Immunotherapy
- Tru-cut biopsies
- Ultrasound
- Ultrasound-guided biopsies



We use all modern modalities, independently or in combination, to treat cancer:

- Chemotherapy
- Holistic and complementary therapies:
 - Pain management and palliative care
 - Acupuncture
 - Nutritional support
- Immunotherapy
- Radiation
- Surgery



Together, we will recommend a plan that will best serve the personal and financial needs of your client and their pet.



Ophthalmology

Our Ophthalmology department treats eye conditions both medically and surgically. Because ocular diseases can be linked with systemic health problems, we routinely consult with our other specialty departments, when indicated. We begin with a complete ophthalmic exam including: Schirmer tear test, fluorescein stain, intraocular pressure, digital tonometry, slit lamp biomicroscopy and indirect ophthalmoscopy.



Once diagnosed, our specialists treat a variety of common conditions or offer the following:

- **Laser surgery for glaucoma, intraocular melanomas and retinopathy**
- **Cataract and luxated lens removal**
- **Conjunctival flaps**
- **Corneal grafts**
- **Keratectomy**
- **Reconstructive eyelid surgery and tumor resection**
- **Medial canthoplasty**
- **Distichia cryoepilation**
- **Etopic cilia excision**
- **Enucleation**
- **Intraocular prosthesis placement**
- **Orbital surgery**
- **Parotid duct transposition**
- **Entropion/cherry eye**
- **CERF exams**



Our ophthalmic services are also available for equine patients.

Radioiodine (I-131)

If your feline patients have hyperthyroidism, we are the area's best choice for radioiodine (I-131) therapy. A very specialized, and the only completely curative treatment, radioiodine (I-131) destroys the thyroid tumor using a simple subcutaneous injection. It does not require anesthesia and healthy thyroid tissue is not affected.

This treatment therapy is your patients' best option over medical or surgical therapy, which can cause harmful side effects and puts the pet at unnecessary risk.



Based on our impeccable safety record, we are the only specialty center in the area that has been approved by the DEP for a 72-hour hospitalization as compared to the typical 96 hours. The design of our I-131 ward takes into account the patient's well being and aims to relieve the cat owner's worry. There are glass backed cat condos with a view through the large store front windows, whereby patients can sunbathe and clients may "visit" their pet, all while maintaining safety.

Your clients will appreciate this superb treatment option because it negates the need for a daily pill regimen, eliminates harmful side effects and risk, and is more cost effective than other treatments. The cat should return to normal within 6 weeks without any harmful side effects. This treatment is 98% effective in curing the disease.



Our skilled doctors welcome your referrals and will work with you to determine if your feline patient is a candidate for this viable treatment option. We are dedicated to working with you to offer this service to your clients for their beloved feline companions.



Our internal medicine doctors handle these referrals.

Radiology

More than any other specialized service, our radiology department interacts with nearly all of our team on most cases. Because a prompt and accurate diagnosis is critical to any successful treatment plan, we place a heavy emphasis on thorough but practical work-ups to ensure the best possible outcome.

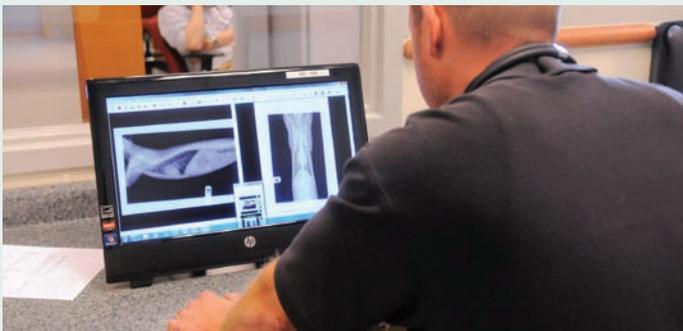
We have made a commitment to employing the most sophisticated and efficient technologies available in veterinary medicine today such as:

- **3-D Reconstructive software**
- **CT Angiograms**
- **CT scanning**
- **Digital radiography**
- **MR imaging**
- **Nuclear medicine**
 - **Radioiodine (I-131) therapy**
 - **Fluoroscopy**
- **Ultrasound**



MRI 1.5T

All radiology services are available on an outpatient basis and can often be scheduled the same day as the request if you feel your patient needs immediate attention. Please call to speak with a client care specialist for more information.



Rehabilitation & Pain Management

Our comprehensive rehabilitation and pain management department provides compassionate, comprehensive care to facilitate the recovery and healing process following surgery, illness or injury, and in conjunction with treatment for neurologic conditions, obesity, and geriatric ailments. The traditional therapies we offer include physical therapy, and nutritional support. For the comfort of our patients, our physical therapy room is outfitted with recycled rubber flooring, an underwater treadmill, and more.

We also complement our outstanding conventional medical therapies with several well-known eastern practices such as massage, acupuncture, and herbal therapy. Integrating these two styles of medicine provides your patients with an expanded holistic range of pain management and treatment options. It also allows our team to view and treat each patient in its entirety, not just the disease or illness.

Acupuncture

Acupuncture therapy is often effective for patients that suffer from various medical conditions, including arthritis, gastrointestinal disorders, and seizures. We employ a variety of acupuncture techniques to encourage and restore the body's natural balance and enhance healing and pain resolution.



Some of the techniques we employ include:

- **Hydrotherapy**
- **Therapeutic laser**
- **Electrical stimulation**
- **Ultrasound**
- **Thermotherapy**

Pets can be referred for these services on an outpatient basis or can benefit from these services in conjunction with one of our other specialty services.

Surgery

Our board-certified surgeons have more than 60 years of innovative, highly qualified veterinary surgical experience combined. Since we offer a multitude of specialty services, our surgeons regularly consult with our other specialists to enhance surgical accessibility and improve patient care and outcomes. And because our surgeons are on hand 24 hours a day, 365 days a year, they are always available for emergency cases where every second counts. Our team is ready and willing to tackle cases that are not seen everyday.

We offer a wide array of surgical services, including:*

- **Minimally invasive**
 - Arthroscopy
 - Laparoscopy
 - Thoracoscopy
- **Neurologic**
- **Oncologic**
- **Ophthalmic**
- **Orthopedic**
- **Reconstructive**
- **Soft tissue**
- **Sports medicine**
- **Thoracic/cardiac**



Stem Cell Therapy

We are proud to be on the frontier of advanced veterinary medicine by offering adult stem cell therapy for dogs and cats. Adult stem cell therapy can be used for the treatment of osteoarthritis, polyarthritis, tendonitis, and fracture repair. Since pets donate their own stem cells, therapy is extremely safe with less than 1% of patients having an adverse reaction. A number of our specialists have received advanced training utilizing adult stem cell therapy and are currently available for consultation.

Pets' vital signs are monitored before, during, and after surgery. Patients recover in heated cages and they are treated with modern pain management techniques, including injectable, oral, and transdermal narcotics; nerve and joint blockade/ local anesthetics; spinal or epidural administration of analgesics; and constant rate infusions.

At NorthStar VETS, we blend Eastern and Western approaches to all patients' treatment planning and where appropriate, complementary therapies are incorporated when deemed beneficial to aid in recovery or enhancing quality of life. Please see page 19 for more information on rehabilitation and pain management services.

As one of our core specialties, we have continued to expand our full range of services and now offer the latest innovations in fluoroscopy, interventional radiology, and C-arm assisted surgeries.

* For a comprehensive list of procedures, please visit our website, www.northstarvets.com.

Theriogenology

Theriogenology is a progressive department dedicated to aiding patients with reproductive issues. Our board-certified specialist has advanced training in animal reproduction, obstetrics, reproductive physiology, gynecology, andrology, and pathology of male and female reproduction.

Some of the reproductive services we offer include:

- **Breeding soundness exam**
Physical evaluation of male and female reproductive tract
 - Male - Semen evaluation: motility, morphology, concentration, longevity test
 - Female - Vaginoscopy, vaginal cytology, vaginal and uterine culture
 Brucellosis testing
- **Genetic preservation**
Onsite semen freezing and storage
- **Breeding timing for the bitch**
Vaginal cytology, vaginoscopy, progesterone and LH testing
- **Artificial insemination of the bitch**
Fresh, chilled, or frozen semen AI
Semen preparation for artificial insemination (post-thaw semen evaluation)
Semen collection for shipping (chilled semen for artificial insemination)
Insemination of the bitch vaginally or surgically
- **Estrus induction (inducing heat cycles)**
- **Pregnancy diagnosis and pregnancy management**
Pregnancy diagnosis by blood test, ultrasonography, and radiography
Medical and surgical management of dystocia
Scheduled C-section
- **Post-whelping care**
Medical management of post-partum disorders
Post-partum management of bitch/queen and new litter
- **Infertility**
Infertility problems in the bitch and the stud dog
Medical and surgical management of pyometra (canine and feline)
Medical treatment of prostatitis
- **Transcervical insemination**
Intrauterine insemination without the need for surgery



Our reproductive specialist and highly trained support staff are available to aid your patients with reproduction-related problems. We are extremely proud to offer this unique service to your clients interested in the reproductive health of their pets.

Serving Our Community Serves Our Patients

In our humble opinion, there is no better way to show our true devotion to veterinary medicine, the community, and our much loved companion animals than to participate in as many activities as we can throughout the year. In fact, historically, we can be found at more than 25 venues, ranging from pet expos to sponsorship of events. We also partner with the American Red Cross to host pet first aid classes and blood drives.

Giving back is part of who we are at NorthStar VETS and is readily demonstrated through:

- Free annual eye exams for service dogs
- Tours given to anyone, including Boy/Girl Scouts, school groups, and the general community
- Hosting of referring veterinarian appreciation events that are both fun and educational
- Sponsorship of the “Dog of the Day” program at every Trenton Thunder baseball game
- Monthly continuing medical education opportunities for veterinary teams and the public through our Social Vetworking program



We are 110% committed to serving the referring veterinary community and the public. In any way we can, we work to be a resource and possess the attitude of “our hospital is your hospital”. This philosophy permeates everything we do and we hope it shines through everyday. Here are just some of the places you can find us supporting pets and our community:

- **NJVMA Annual Meeting**
- **Penn Conference**
- **Trenton Kennel Dog Show**
- **Bark in the Park**
- **Because Your Dog Is Worth It**
- **NJVTA Annual Meeting**
- **Atlantic Coast Veterinary Conference**

Whether it is at our hospital or out in the community, NorthStar VETS is committed to leading the way.



Founded in 2005 by NorthStar VETS owner Dr. Daniel Stobie, Vet-I-Care is a charitable organization that provides financial aid to pet owners who cannot afford specialty or emergency care for their beloved companions. Vet-I-Care's mission is to be a resource to these families and their pets during their time of need. **Funds available directly to your practice.** For more information, please visit www.vet-i-care.org.

Expertise



Our veterinarians are board certified, residency trained, or have received certification in a particular complementary therapy to provide optimum specialized veterinary care in their discipline. All applicants go through a detailed, multi-step process of evaluation, which includes an interview with several members of our team, all with a keen focus on finding someone who shares our passion and collaborative nature, not simply an individual with credentials. And while we are always open to new ideas, we are unwilling to compromise on the tenets we deem most important in carrying out our mission, and therefore select only those candidates whom we feel best exemplify the NorthStar VETS ideals.

Being part of the team is non-negotiable, and that includes your team too.

Our family would not be complete without our administration and technician team members that support our doctors and truly keep this hospital running. They all help bring our ideals to life.

We strongly believe in education and take every opportunity to continue our path to higher learning. We also love to teach, and hope to see you at one of our many continuing education events throughout the year. And, if you can't make it to an event, then let us bring it to you.

At NorthStar VETS, our ultimate goal is a personal relationship with each and every veterinarian we serve. We succeed when you succeed—which means our animal companions are the true winners. We look forward to getting to know you better.

At your service,

Daniel Stobie, DVM, MS, DACVS
Chief of Staff & Owner

★ Client Liaisons

We've added four new Client Liaisons to ensure your referred patients and you receive consistently great service from NorthStar VETS. Your new liaisons

- work closely with referring veterinarians and pet owners to coordinate the referral process;
- work directly with the service they represent and are located nearby those services inside the hospital;
- facilitate the entry and discharge processes for more efficient service for your clients;
- answer questions;
- keep track of doctors' schedules;
- know costs of procedures;
- know what is needed of the client/patient prior to their visit;
- operate our Live Chat feature found at www.northstarvets.com

★ Online Tools

We've created a few simple tools to make working with NorthStar VETS even easier:



Patient Imaging



NorthStar VETS ConnectSM



Live Chat

At NorthStar VETS, we are as passionate about efficiently connecting with you as we are about veterinary medicine.

With that in mind, we'd like to introduce three new stars to the NorthStar VETS constellation of online tools: Patient Imaging, NorthStar VETS ConnectSM, and Live Chat. These few simple tools can help you save valuable time, streamline communication, and collaborate more effectively about patients.

Learn more at www.northstarvets.com/nsv-online-tools.php.

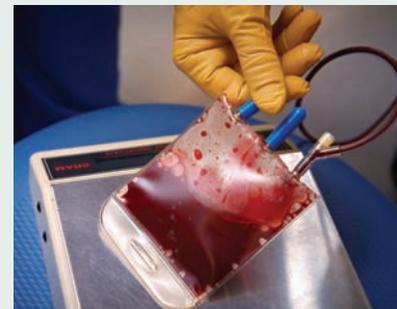
★ Client Services

At NorthStar VETS, you will experience a boutique-like atmosphere and a unique approach to service centered on individual consideration for each client and patient. As a referring veterinarian, your personal preferences are of equal importance, and we welcome your input on how you wish to receive information.



To support our commitment to highly attentive care, we maintain a higher-than-average support staff to doctor ratio that has been proven to facilitate the successful delivery of efficient, quality service. Without our bright, talented, and caring team members, NorthStar VETS would not be able to sustain its operations at this level. All of our technicians, assistants, and receptionists dedicate themselves to our patients, clients, and referring veterinarians in hopes that they not only meet expectations but exceed them—every time. It is our desire to make the experience you and your clients have as pleasant as possible, no matter the reason for the visit.

★ Blood Bank



NorthStar VETS offers an in-house blood bank service with inventory at the ready. The donation process is easy and fast, and includes lots of affection and treats.

Critically ill veterinary patients with cancer, anemia, underlying clotting problems or trauma often need blood or plasma. Because of the high demand within our area for blood products, our blood bank has begun a volunteer canine and feline donor network. To schedule an eligibility screening for a pet, call **609-259-8300** or visit www.northstarvets.com.

★ Our Core Values



We are defined by our core values, which guide everything we do in service to referring veterinarians, pets, and our community.

★ Professionalism

We will conduct ourselves in a moral and responsible manner and treat our clients, patients and colleagues with respect and integrity.

★ Excellence

We will provide the highest quality care and state-of-the-art knowledge in the practice of veterinary medicine.

★ Compassion

We will interact with our clients, patients and community with kindness and empathy.

★ Teamwork

The staff at NorthStar VETS along with our clients and their family veterinarian will work as a cohesive unit by recognizing the equal contributions and value of every team member.

★ Service

We are dedicated to exceeding our clients' expectations through timely and effective communication, exemplary customer service, outstanding patient care and promoting a learning environment.



Who We Are