



CASE STUDY: Hird & Partners LLP Veterinary Surgeons

The Virtual Laboratory by Zoetis eases workloads and provides expert support

Background

Hird & Partners is an independent group of modern veterinary practices, tailored to meet the requirements of companion animals, farm animals, and equine animals, across Yorkshire. For small animals, there are three surgeries – Halifax, Ripponden and Walsden. The healthcare team treating companion animals is made up of six veterinary surgeons, two animal assistants and a practice manager. On a typical working day there will be up to two surgeons on duty during opening hours, with an independent 24-hour emergency service provision., so you can be rest assured of the same high standard of patient care, compassion and service day or night.



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Introducing the Virtual Laboratory

After another local practice closed its doors, the team at Walsdon Surgery faced a challenging increase in demand. The faster turnarounds offered by the Virtual Laboratory's integrated suite of diagnostic products and services emerged as a valuable tool to manage workflows and allow surgeons more time with pet owners and other patients.

The Virtual Laboratory's portfolio is evolving, but currently includes the Vetscan® Imagyst™ powered by Artificial Intelligence (AI), Vetscan® HM5 haematology analyser and Vetscan® VS2 biochemistry analyser; with the global online platform, ZoetisDx; providing access to expert support through AI, clinical pathologists and specialist clinical consultants.

"I can't think of anything else that's like it – especially in comparison to human healthcare where current pressures can mean long waiting times – when I tell clients I can get the results back either by tomorrow or even by the end of the day, they're astonished."

CAMILLA DEAMER, REGISTERED VETERINARY NURSE AT HIRD & PARTNERS LLP

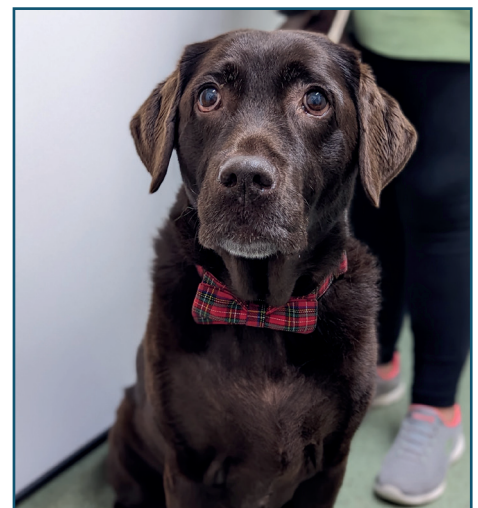
Outcome

Workloads at Walsden Surgery have become easier to manage now the extra wait time for sample results to return and the related communication with the external labs has been removed. The fast responses from clinical pathologists have also offered detailed and comprehensive reports, improving the process of medical decision-making.

"We've been really pleased with the responses we've had from the clinical pathologists. In the past when we've sent the samples out we've had occasions where pathologists are really sitting on the fence. With Zoetis' network we get an incredibly detailed document, which really helps inform our treatment plans."

Ronnie, a 10-year-old Labrador, was brought in to have his anal glands expressed, but a large firm swelling was soon discovered. Concerned at the size and firmness of the mass, the vet took a fine needle aspirate sample from the mass and ran it through the Vetscan® Imagyst™. After just a few hours, the results confirmed that Ronnie had an anal sac adenocarcinoma. The vet referred Ronnie to a specialist at a nearby hospital, where he was seen that day and booked in for surgery later that week with confidence that the tumour had been caught early enough for full removal to be successful.

"Ronnie came back in to see us after his surgery wagging his tail as his usual happy self. The owners were so pleased and impressed with the speed and efficiency of it all. If we had to send that sample off and wait another week or so, we might not have had the same outcome."



Why Zoetis?

"From experience, I know that Zoetis' technology is the best. We have never had any issues in the three practices I've worked across with Zoetis' equipment. They're really easy and compact and the customer service is exceptional – they're responsive and friendly."