

What is critical illness?... Critical illness is different from any illness that your pet has likely encountered before. It requires intensive care provided in a specialized environment. This condition, often sudden, may be brought on following an accident, an intoxication, infectious causes or a degradation of pre-existing illness. It is life threatening and requires specialized and efficient people to provide complex levels of treatment required especially in the early stages. You will have to cope with an unfamiliar environment and language as well as your worries about of your pet' illness. We understand your situation.

Pets with critical illness often suffer from failure of one or more body functions such as the heart, lungs, kidneys, liver or even the brain. All of those organs work closely together in the healthy body, so it is not unlikely that when one fails, others follow.



Hospitalisation...

A patient will not be cared for by the same person at all time. At the DMV Center, specially trained veterinarian and technician generally work in 8 hour shifts. There are vets and techs on duty at all times. During the shift changes, the staff exchanges information about each patient. This is what we call "rounds".

We will do our best to support you during this time, making sure you are aware of the next steps in terms of treatments and costs and answering your questions. It is important for us to have one single point of contact in the event of decision making or to relay medical information. The communication is more efficient if you design one person to contact in the family, we will always contact this same person.

During of your animal's stay, we will do our utmost to explain the medical condition(s) affecting your pet, whenever possible we will provide you with written information or links and give you medical as well as financial updates. Our relation of trust relation with you is extremely important and it is important to preserve it.

Unfortunately, despite all the advances in veterinary medicine, not all patients survive critical illness. The loss of a beloved pet is a traumatic event. Should you or someone you know experience pet loss, our team members are here to listen to you and to provide you with adequate information and support.

