

California-based Pets Central Group is known for its hospitals and clinics around the city that provide general and specialist professional veterinary services. If you have a pet, chances are you've met their dedicated team of veterinary professionals. Pets Central markets itself as a one-stop shop, providing care for animals across Hong Kong, from Sai Kung to Mong Kok. Recently, they opened up their first 24-hour clinic in North Point and launched an online vet-to-vet platform in order to bring the global veterinarian network to Hong Kong residents.



8am

Good morning! The veterinary technicians do a quick once-over of the dog and cat wards. At the same time, the first pet owner comes bustling in carrying her chihuahua. "Attacked by a boar, poor thing!" The owner exclaims in tears. Dr Pauline Taylor whisks the pup into the Treatment Area to examine her. Throughout the morning, clients stream in and out of the clinic for both regular check-ups and emergency appointments.



10am

The first surgery of the day. Dr Jossie Yang and her team perform orthopaedic surgery on a little kitten in the Clean Surgery Room. Everything goes smoothly.



12pm

Lunchtime! The veterinary professionals prepare delicious meals for the dogs and cats boarding in Pets Central. Each animal follows a specific diet depending on their medical needs. Yum yum!



2pm

It's time for a consultation on the Vets Central platform! Pets Central has recently launched a new vet-to-vet system where veterinarians worldwide can share resources to provide the best care for animals. Dr Reanne Kwok logs on to TeleVets and links up with Dr Dan Ohad, a Board Certified Diplomate of both the American and European College of Veterinary Internal Medicine based in Tel Aviv. They discuss a dog cardiology case.



4pm

A pet owner comes in with a Pomeranian in her arms. "She seems to have hurt her legs!" The owner cries. Dr Kurt Verkest takes the pup in and examines her. After a check-up, he deems the pup stable and sends her and her owner home with medication. Clients continue to run in and out of the clinic all afternoon.





6pm

A new work shift begins and the fresh team of veterinary technicians do a quick clean-up of the Treatment Area, the Solution Area, the Clean Surgery Room and the X-Ray and Imaging Room. Meanwhile, pet owners continue to come in for consultations until nine o'clock.



8pm



Dinner time! Once again, the veterinary professionals prepare meals for the dogs and cats boarding overnight according to their medical needs.



12am

It's completely quiet... until suddenly, the phone rings. Pets Central is the only 24-hour clinic in the area and receives a lot of enquiries after regular working hours. Dr Sinet Zadil picks up and has the client – who lives nearby in Causeway Bay – bring in her Maltese. After a quick check-up, the doctor confirms that the pup is in stable condition.



10pm

Most of the animals drift off to dreamland. The clinic quietyens down, except for the few staff and vets on rotation, who take turns to inspect the pets at regular intervals. First the dog ward, then the cat ward, but shhh...



2am

The phone rings again. "My sweet Momo has swallowed something!" Within minutes, a pet owner is knocking on the doors of the clinic. She is carrying a domestic shorthair. Dr Zadil takes the kitten into the Treatment Area for an examination followed by the appropriate care and medication.



4am

The next pet owner who comes in skips calling entirely. Her ragdoll cat is vomiting excessively. Dr Zadil promptly takes the feline into the Treatment Area to care for her. Thankfully, the case is not complicated and is settled quickly. The rest of the night remains quiet until breakfast time, when the whole cycle begins again.

# ours at ets tral

Charmaine Ng takes a tour of the 24-hour North Point clinic







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## What's in the North Point location?

- Dental clinic
- Traditional Chinese medicine and acupuncture clinic
- Behaviour clinic
- Dog ward
- Cat ward
- Treatment area
- Solution area
- Clean surgery room
- X-ray and imaging room

## All about the new TeleVets service

Vets Central, the vet-to-vet system launched by Pets Central, recently introduced a new suite of online services. TeleVets enables veterinarians in Hong Kong to expand their reach and receive second opinions from fellow professionals and from EU and US Board Certified Specialists on cases requiring specialist advice.

Vets who are subscribed receive digital media content for their websites and consultation rooms. Professionals who want to share their knowledge with the network are welcome to join the team as consulting vets and will be paid upon approval.

The benefits of the new digital system are aplenty. Animals that need specialist care are able to stay in one place, avoiding the stress of travelling to another clinic or country. TeleVets brings specific expertise directly to the Pets Central clinics in North Point, Mong Kok, Sai Kung and Tseung Kwan O.

The system launched only a month ago but has already met great success. Currently, there are six active consultants – Dr Peter Vogel, Dr Joshua Milgram, Dr Stefanie Schwart, Dr Dan Ohad, Dr David Coyle and Dr Peter Weinstein. The team will grow as demand for specialist services increases.

## Bunny's adoption story



Entering Pets Central, you'll most likely be greeted by Bunny, a brown poodle with a permanent smile on her snout. She belongs to Dr Reanne Kwok, Senior Veterinary Surgeon, and lives a great dog's life following her mum to work several days a week.

Although Bunny's story has a happy ending, things didn't start out so smoothly for her. She was discovered three years ago near Christmas time with matted hair and a range of health problems. She also had separation anxiety and would cry constantly. The staff at Pets Central took her on, fell in love with her, and within two days Dr Kwok had filled out the adoption papers – possibly the best Christmas present she has ever received!

You can find the 24-hour Pets Central hospital and clinic at G/F, 66 Java Road & 1/F, Yan Wo Building, 70 Java Road, North Point. For more information, visit [pets-central.com](http://pets-central.com) 

