

Summer Love



BVNS

BUSH VETERINARY NEUROLOGY SERVICE

The Leading Center For Advanced Neurology

A Note from Dr. Bush

As we enter into the heat of summer, having left the cold of winter and the rain of spring behind, here at BVNS, it is a time to reflect not on our past or our future: but where we are right now. It is a time to take a deep breath and look around – a time to reflect on the importance of each member of the BVNS family, including you.

This issue is dedicated to the hard work and dedication of each member of our family – our staff, our partners, our referral community, our clients, and our patients. Without this amazing family of caring, passionate, and dedicated individuals, our successes both medically and professionally wouldn't be possible. Thank you for helping the BVNS family grow, mature, and change lives.

In this issue, we've included information that recognizes our staff successes and that highlights resources we've developed to help our referring community. If you have any questions or comments, I would love to hear them; please feel free to email me at bbush@bvns.net.



A handwritten signature in black ink that reads "W. Bush".

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Resources for Referrers

As part of our ongoing effort to provide you and your clients with the best resources, we've put substantial time and effort into expanding and creating several new online resources. We hope that each of these will provide you with valuable tools for you and for your clients.

Expanded Disease Database

We've greatly expanded the information and accessibility of the disease and medication information and consultation sheets we offer. To learn more, please visit the database here:

<http://www.bvns.net/disease>



New Pet Loss Resource

BVNS recognizes the significance each pet owner faces when their pet is ill or even worse, dying. This is why we've compiled one of the most comprehensive resources available. This new resource is available 24/7 to you and your clients; to learn more, please visit:

http://www.bvns.net/pet_loss



Expanded Hours Equals Extended Lives

We know how important it is that we are available and accessible to you, your clients, and the patients you refer to us. This is part of why we offer 24/7 After Hours support, same-day appointments, and onsite MRI. However, we also know we can be even more accessible, which is why in July we announced the following news:

Dr. Bush Joins Springfield

We are happy to announce that Dr. Bush has joined Dr. Deena Tiches and our Springfield staff to increase our availability on both Tuesdays and Fridays. New appointments with Dr. Bush are now available on Tuesdays and will be available on Fridays beginning on August 26th. Dr. Tiches is available Monday - Thursday. For more information or to schedule an appointment, please contact us today.



Office Expands Hours

Our Springfield office will be expanding hours to include Fridays starting on August 26th. The office will be open Monday - Friday, 8 am to 5 pm. For more information, contact us today.

MRI Availability Expands in Springfield



As our Springfield office extends hours, our imaging partner, Bush Advanced Veterinary Imaging, will also be expanding hours to include Fridays starting on August 26th. More MRI availability means a faster diagnosis and more precise treatment, who wouldn't want more of that? Contact us today to learn more.

2011 Client Care Survey

In addition to the primary care survey that we unveiled in our last edition, we're also excited to announce that we've undertaken a 2011 Client Care Survey. We know that the only way we can succeed as a practice, as doctors and as a company is if we know where we can improve. To that end we've asked each client to complete a short survey after their appointment.



100% are very satisfied with the availability of appointments

100% are satisfied or very satisfied with our customer service

100% are very satisfied with the quality of care provided

100% are very satisfied with their overall experience

Right Onsite



We are proud to offer onsite MRI services at all of our locations. This advanced diagnostic technology allows us to make rapid and accurate diagnoses, all while keeping the client and their pet in the

same place. For more information about all our advanced diagnostic capabilities, please visit: <http://www.bvns.net>



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Coming this fall to Richmond, Virginia. Please visit
<http://www.bvns.net/richmond> for more information!

After Hours 301.471.4905

www.bvns.net