

Vetpath is a specialist veterinary laboratory dedicated to providing our clients with the finest laboratory diagnostic service. A team of veterinary pathologists and medical scientists with extensive experience in veterinary diagnostic pathology forms the core of the Vetpath team.

VN News

JUNE 2021

We have moved!

Vetpath has successfully relocated to our new facility in Jandakot and are now co-located with Western Diagnostic Pathology in a state of the art laboratory.

Providing a timely and accurate service is very important to us, and we have been working to improve our processes and service delivery. Some of the changes we have made include:

1. Additional courier runs have been added to assist with collection of samples.
2. Increased despatch resources help decrease waiting times on the phone.
3. Additional laboratory staff have been recruited to speed up processing and analyzing of the samples.



The new Vetpath phone number is **08 9317 0777**. The phone line options are:

- Dial 1 to book a routine or urgent pick-up with a courier **or** you can email the despatch team for confirmation of your booking at: WDP.Despatch@wdp.com.au
- Dial 2 for accounts.
- Dial 3 for to speak to a customer service team member or to have your call

directed to an available pathologist.

Updated email addresses to note are:

- Vetpath customer service enquiries: admin@vetpath.com.au
- Accounts: accounts@vetpath.com.au
- Pathology supplies orders: stores@vetpath.com.au

Pathology submission forms and the Supplies and Consumables form can be downloaded from www.vetpath.com.au. These forms are re-writable to make ordering tests and consumables easier. Please note that the pads of submission forms are no longer available.

Relocation of a laboratory the size of Vetpath while still maintaining our diagnostic service has been a massive task. We thank you for your ongoing patience and support.

Submission bags

One of the advantages of colocation with Western Diagnostic Pathology is access to a larger courier network.

The veterinary and medical couriers have been integrated, forming a vast network that stretches from Bullsbrook to Mandurah.

The couriers will be keeping the veterinary and medical samples in separate eskies and deliver the samples to the appropriate department once at the laboratory. To assist with this process, **veterinary samples should be submitted in yellow bags**. Medical samples will be submitted in colourless or green bags to help distinguish them from veterinary samples.

Red bags are used for clinically urgent samples. The distinctive colour helps our laboratory staff to easily prioritise these samples to expedite their transition through specimen reception.



SVS Webinar for June

The next webinar in the SVS Pathology Network 2021 Webinar Series is entitled **Tips on where to start with vet practice marketing**.

The webinar will be presented by Dr Phil Tucak BSc, BVMS, on Wednesday the 9th of June at 6pm AWST. The webinar will include tips on where to start with vet practice marketing, what's involved in setting up a marketing plan for your practice, what marketing activities you should consider undertaking, tips on how often to do them, and will touch on why you should have a marketing plan and how it can benefit your veterinary business.



More information can be obtained at www.vet-webinar.com. The voucher code to use is **Marketing** and the code expiry date is 9/7/2021.

Citrate tubes

Citrate tubes (blue top) have traditionally been stored upright in the refrigerator.

However, citrate tubes do not need to be stored upright or at 4°C. You can store citrate tubes with other tubes with no adverse effect on coagulation times. The advice to refrigerate these tubes is outdated and is thankfully no longer accurate.

More important than storage of the tubes is the ratio of blood sample to citrate. The tubes have a faint line on the side that indicates how much blood should be added. This is essential for accurate coagulation times as under filling the tubes can result in artifactual prolongation of PT and PTT.

Also remember to include an EDTA sample if a CBC is required.



VETERINARY PATHOLOGISTS

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