

## Our Team

We are committed to providing you with exceptional client service and are proud to have outstanding, highly qualified technicians assisting our doctors. Our health care team is continually working to strengthen their skills with regular continuing education. Our staff has a menagerie of pets joyfully sharing our households. We know how important their health is to us, and we are committed to providing the same quality of service for your pets that we expect for our own.

Our Veterinarians are highly skilled, compassionate and committed to the highest standards of care. We have over 50 years worth of combined experience and strong local ties.

### Dr. Richard Panzero

opened River Road Pet Clinic in 1988 after earning his veterinary degree With Distinction from Colorado State University in 1986. Dr. Panzero has been active in state and local veterinary associations throughout his career. He is the 2013 Arizona State Veterinary Medical Association President and a current National AVMA delegate.



**Dr. Sean Crocker** was born in Dallas, Texas but has been in Tucson since he was 13. He earned his Doctorate in Veterinary Medicine from Colorado State University in 2012. He returned to Tucson after graduation and has been in small animal practice here ever since. His interests in veterinary medicine include dentistry, preventative medicine, soft tissue surgery, and pain management.

### Dr. Melanie Olson

graduated veterinary school from the University of Montreal in 2000. After completing a surgical internship in Arizona, she decided to make Tucson her home. She believes the proper balance of medicine, nutrition, and environment are key to her patients' achieving optimal health. She loves interacting with pet parents and working together as a team to achieve patient wellness.



## Our Commitment to You

We understand the special role your pet has in your life and we are dedicated to becoming your partner in your pet's health care. We treat your pet as we do our own. Our goal is to provide the highest quality medicine with compassion and an emphasis on client education.

We strongly believe education and communication are vital aspects of good veterinary care. Our commitment to you is that the job of caring for your pet will not begin and end at our door, but will be an ongoing process. We believe this sets us apart from other veterinary practices.

### We Promise to Provide:

- ◆ A clean odor-free environment for you and your pet. When accidents occur, we will clean them immediately.
- ◆ Outstanding veterinarians and support staff, all committed to lifelong learning and client service.
- ◆ Compassionate support for both you and your pets.
- ◆ Thorough answers to all of your questions during your pet's appointment.
- ◆ A Medical Care plan, including estimated costs, before beginning procedures or treatments.
- ◆ We will never be too busy to see your pet if you believe it is an urgent situation.
- ◆ Follow-up contact after your appointment, to check on your pet and ask if you have additional questions.

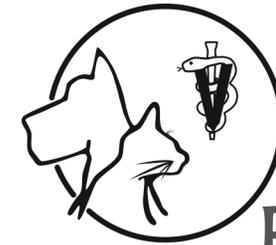
**If we fail to fulfill any part of our promise to you, please let us know immediately.**

**If we meet our promises to your satisfaction, please let others know!**

## Emergency Information

During office hours we will care for any emergency that occurs with your pet. However, if ongoing overnight or weekend care is required, you will need to transport your pet to a 24-hour facility for continued care. Please contact:

- 1) Southern AZ Vet Specialty & Emergency  
888-3177  
141 E. Fort Lowell Rd or 7474 E. Broadway  
-or-
- 2) Veterinary Specialty Center of Tucson  
795-9955  
4909 North La Canada Drive



# River Road Pet Clinic

'Quality Service by Caring Professionals'

5655 E. River Road, Suite 171  
Tucson, AZ 85750  
Phone: (520) 577-3100

Richard Panzero, DVM  
Sean Crocker, DVM  
Melanie Olson, DVM



 [starsky@RiverRoadPetClinic.com](mailto:starsky@RiverRoadPetClinic.com)

 [RiverRoadPetClinic.com](http://RiverRoadPetClinic.com)

 River Road Pet Clinic

### Office Hours

Monday	8:00am-6:00pm
Tuesday	8:00am-5:00pm
Wednesday	8:00am-5:00pm
Thursday	8:00am-noon
Friday	8:00am-5:00pm
Saturday	8:00am-noon

## General Information

### Welcome

## To River Road Pet Clinic!

We are a full service veterinary facility offering complete medical care for all companion animals. Our practice serves **dogs, cats, rabbits and most small mammals**. Our caring and professional staff is committed to providing top quality preventive, medical, surgical, and dental care for all of our patients.



### Fees

We strive to keep our fees reasonable and welcome discussing any and all charges with you. Payment is due at the time services are rendered. This saves you and us the added expense involved in billing. We accept cash, checks and all major credit cards. Estimates are provided prior to any services and an itemized receipt accompanies all payments. In addition, Care Credit is available and offers flexible payment plans for those who qualify.

### Office Visits

We ask that you make an appointment for each visit. If you have a problem that requires immediate attention, your pet will be given top priority. We greatly value your time and work hard to stay on schedule; however, there can be unforeseen delays due to emergencies or surgical delays.



### Pet Portals

We offer online access to your pet's medical information via Pet Portals - a secure, private website that allows you to request appointments, prescription refills or special diet orders. You can also check upcoming reminders for vaccines and other recommendations for your pet.

## Services

### Wellness

Regular exams are the foundation to helping pets live longer, healthier, happier lives. In addition to comprehensive nose-to-tail exams, we provide vaccinations tailored to your pet's lifestyle, early detection blood screens and parasite testing and prevention. These tests help identify many problems we cannot detect during physical exams and start corrective treatment early, when it is most effective. We also offer discounted health packages for new puppies and kittens.

### Dentistry



Oral disease is the most common ailment found in pets. Bacteria from the teeth and gums can damage the heart, lungs, kidneys and liver. Our 12-step professional dental cleaning includes scaling, polishing, and fluoride treatment. We

are experienced in digital dental x-rays, barrier sealants, extractions, and advanced oral surgery.

### Surgery

Our surgical suite accommodates everything from routine procedures to critical emergency operations. Patients receive customized anesthetic drugs based on their current condition, age, and breed. We use sophisticated monitoring and support equipment to help ensure safety. Additionally, we have a trained technician dedicated to your pet throughout the entire procedure, monitoring vital signs and ensuring that our patients are warm and comfortable from the start of anesthesia throughout recovery.

### Laboratory

We are equipped to perform in-hospital tests such as urine and fecal analysis, cytology, blood chemistry and cell counts. Complicated or specialized tests are sent to a certified lab that provides timely and accurate results.

## Services

### Acupuncture

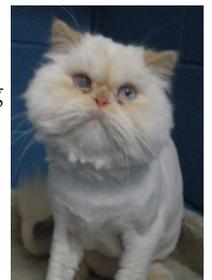
Acupuncture can be beneficial to patients with painful back injuries, arthritis, during rehabilitation after surgery, for wound healing, and occasionally to support patients with systemic disease. We typically do not use acupuncture as a replacement for western medicine, but as an adjunct to help achieve the optimal outcome for our patients.

### Rabbit Medicine

Over the years we have gained a strong reputation in rabbit surgery and the diagnosis and treatment of rabbit illness. Dr. Panzero has completed numerous additional courses and labs to become highly-skilled in the treatment of this unique and delicate species. We have specialized equipment and trained technicians to handle all of your rabbit health needs.

## AAHA Accreditation

River Road Pet Clinic is proud to be an **AAHA Accredited Hospital**. We undergo a rigorous evaluation of over 1000 quality standards to achieve this honor. This accreditation demonstrates our commitment to providing the highest standard of care available for your pet.



**We thank you for trusting us with your pet's care.**