



Vet's North Academy Clinic

Frequently Asked Questions

For referring veterinary practices | Launching September 2026

Referral & Service Model

Q1: What is the Academy Clinic model — how does it differ from the mobile service?

We believe strongly in contextualised care — care that considers the logistic, financial, and social factors that guide what's best for a patient. The GP vet has all this context, as well as a mountain of history and trust with this client, and therefore should be guiding the owner in what testing and treatment is appropriate. Some of this testing is available in your clinic, some isn't. The Academy Clinic is a referral-only, outpatient facility co-located on the For the Love of Dogs Academy campus. It offers advanced services that can't be delivered mobile (CT, endoscopy, specialist surgery) while the mobile ultrasound service continues unchanged. Reports are delivered to you with our recommendations for the disease process — you then work integrate this context into the final treatment plan.

Q2: What services are available at the Academy Clinic?

- CT scans (single region, two regions, or whole body — contrast included)
- Endoscopy and biopsy (including rhinoscopy, bronchoscopy, cystoscopy)
- Specialist surgical procedures
- GP surgical support (have a surgery that no one on your team is comfortable doing, but your client declines referral? Chat to us how we can support you)
- Chemotherapy programs (in collaboration with an oncologist)



Q3: Which cases are best suited for referral?

Basically, anything that needs a CT! Where we get pretty special is in providing combo workups at a fixed price. Met check and surgical planning for a liver mass? CT and biopsy done under same GA. Chronic cough? CT, Fluoroscopy, bronchoscopy & BAL. Reverse sneezing? CT, rhinoscopy, biopsy done all at once. Report and recommendations delivered within 3 business days. See our service list for full list of services and prices.

✨ **Quick Turnaround:** Reports and recommendations delivered within 1 - 3 business days (depending on pathology result delivery)

Q4: How are you any different from the other specialist hospitals?

You dictate what tests are needed, we do them, you continue to manage the case. It's pretty different.... **We don't do any urgent or emergency care**, so we can keep prices down and more accessible for your clients. Clients are welcome to attend with their pet, though **we won't be doing consultations or providing recommendations direct to clients**.

Q5: How do I refer a patient?

Same as booking a mobile ultrasound — submit a booking via our online system. We coordinate all owner communication from there, including drop-off/pick-up instructions and pre-procedure prep. Reports go directly to you.

Q6: What if my patient needs after-hours care?

We are not an emergency or ICU facility. Think of us as a day-stay hospital or advanced imaging centre — patients are home the same day wherever possible. If after-hours care is required, patients will be transferred to NEVS.

i Important: We are a day procedure facility - think of us like PRP or a day hospital, where fur children are treated like human children - Mum and Dad can come in with them, but there won't be a consultation. The test you sent them for is the test that will be done.



Operations

Q7: What are your opening hours?

Monday to Friday, 9am – 5pm.

Q8: Who performs procedures?

Anna Dengate oversees all clinical procedures. CT and radiology interpretations are performed by specialist radiologists.

Q9: Can the referring vet attend?

Absolutely — and we encourage it. We're a training organisation top to bottom. Having you involved benefits the patient and gives your team a genuine learning opportunity. Just let us know when you book.

Q10: Can owners be present?

Yes. We practice fear-free principles and support anything that improves patient wellbeing. Owners sign a safety induction prior to attending.

Owners can be present during induction, recovery, and all non-anaesthetic procedures

Owners step out during general anaesthesia so the care team can maintain focus

An owner-present option is an additional \$135 — covers safety briefing time and a running commentary from the team



Pricing - We work on a fixed price system, no surprises.

Q11: What does CT cost?

All CT includes contrast as standard.

Service	Price
Single region	\$2,200
Two regions	\$2,600
Whole body	\$2,800

If a lump or lesion is found under anaesthetic, we'll ask for same-session biopsy consent at booking so there are no surprises.

Q12: Are there bundled workup options?

Yes — our bundles are designed around the most common multi-modal case types:

Workup Bundle	Price
Nasal workup (CT + nasal flush + rhinoscopy + biopsies + treatment plan)	\$3,470
Chronic cough workup (CT + laryngeal exam + fluoroscopy +/- bronchoscopy + BAL + treatment plan)	\$4,610
Chronic gastro workup (ultrasound + endoscopy + biopsy + treatment plan)	\$4,380
Brachycephalic aerodigestive workup (stomach ultrasound + fluoroscopic barium swallow + upper airway exam + CT +/- GIT endoscopy + biopsy + treatment plan)	\$5,200
Incontinence / chronic UTI workup (ultrasound +/- cystoscopy +/- CT + biopsy/culture + treatment plan)	\$3,660



Save \$520: Discount applies on gastro and brachycephalic bundles if ultrasound already performed.

Q13: Any optional add-ons at booking?

- Owner-present appointment — \$135
- Nail trim under anaesthetic — \$15
- Pre-visit anti-anxiety medication (for patients scoring 3+ on our anxiety scale) — \$35

Chemotherapy Program

Q14: How does the chemotherapy program work?

We deliver chemo in genuine collaboration with you and the owner — not as a handoff. The model:

1. Diagnosis and staging via GP and/or Vet's North
2. Oncologist (The Pet Oncologist or VOC) provides report and treatment protocol
3. Initial video call with the referring vet, owner, and Vet's North to align on the plan — who does what, where, and when
4. Treatment delivered with minimal stress as the core principle: as much with the GP or at home as possible

To book, upload the oncologist protocol when you refer. If you're still waiting on one, we can help coordinate.



For the Love of Dogs Academy Participants

Q15: How are Academy participants involved in clinical work?

Participants are training for roles as kennel hands, animal attendants, and veterinary nurses. They're involved — under supervision — in every step of clinic operations including patient care and handling.

Q16: What supervision and safety structures are in place?

Participants working in the clinic have already completed Level 1, 2, and 3 safety training through the For the Love of Dogs Academy and are experienced working with dogs in clinical environments. The training program is competency-based — participants demonstrate each skill before progressing to the next module. Direct supervision is provided at all times by someone qualified to perform the relevant role.

Partnership & Impact

Q17: How does referring to the Academy Clinic make a difference?

Every referral directly supports a participant living with disability's training and pathway to employment.

Vet's North has donated 100% of profits to For the Love of Dogs Academy for the past two years. Going forward, 50% of profits from both the mobile service and Academy Clinic will continue to be donated — so every time you use Vet's North, you're part of that.

Your referrals help create:

- Real hands-on experience for participants
- TAFE Cert II qualifications and employment pathways
- A more inclusive animal care industry



Interested in providing work experience or employing one of our graduates? Register here - <https://www.loveofdogs.org.au/supporters>

Questions? Get in touch: hello@vetsnorth.com.au, or call The Vet's North on 0458 016 252