

Welcoming the New Year !

A Friend Returns, New Services Offered, Benefits of Using Phoenix Defined



Sandy Willis, DVM, MVSc
Small Animal Internist

Happy New Year everyone! 2008 was certainly a year of trials and tribulations, the impact of which will certainly continue into 2009. But I believe that we can best appreciate the high points in life if we occasionally, but not too often, spend time in the low points. A high point for me in 2009: I am happy to announce that I am back!!

Yes, Dr. Sandy Willis is back at Phoenix Central Lab. As their small animal internist, I will be taking consults Monday through Friday from the lab. I now live in NE Tacoma and will work from home for an hour or so each morning to avoid that rush hour commute. My presence at Phoenix should allow for a faster turn around time particularly if you can catch me “on the fly”. I can also receive consultations by email at sandyw@pclv.net. Already, it has been great reconnecting with many of you that I missed during my time away and especially meeting new colleagues.

I especially want to thank Drs. Lisa Dzyban, Elizabeth Settles, and Rob Mason for their tireless work providing internal medicine consultations for you over the past few years. They are all on board to fill in days when I am away. We will be your team for internal medicine consultation at Phoenix with occasional assistance from our colleagues, the clinical pathologists.

For those of you who don't know or remember me, I previously worked for Phoenix as an internist from 1994 to 2002. I worked for another lab for five years ending in February, 2008 and then served briefly as Medical Director for Seattle King County Humane Society. I am a UC Davis graduate, completed my internship at the University of Minnesota and my residency at the Western College of Veterinary Medicine, University of Saskatchewan, Canada. I also practiced in California and Wisconsin and worked for Hill's Pet Products Inc. as a Veterinary Affairs Manager in the Midwest and Canada. I moved to the beautiful Pacific Northwest in 1994.

I enjoy being active in organized veterinary medicine. I am past-president of both the Seattle King County VMA and recently, the WSVMA. I currently serve as WSMVA Program Chair organizing both the WSVMA Annual Conference and local CE and AVMA Alternate Delegate.

In addition to consulting, I will be working with our professional staff to expand the continuing education program. We plan to offer wet labs in cytology and necropsy in addition to our highly sought-after labs in urinalysis and hematology. We will also offer seminars on internal medicine and laboratory diagnostics for veterinarians and staff. We enjoy having folks (Continued on back)

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Cont.

New Year Greetings

from Dr. Willis and All

attend our in house labs so they can visit Phoenix but we also plan to take our continuing education "on the road" to Phoenix clients all over the Pacific Northwest.

My other "hat" will be communications at Phoenix, both internal and external. I will be working with Linda Jewett and our marketing folks to enhance our newsletter, website and technical communications. I will be visiting clinics and hope to see many of you.

The folks at Phoenix Central Lab, your very own northwest born and bred independent lab, consider ourselves part of your veterinary team. Let us know how we can serve you even better. I look forward to speaking with you on the consultant line and seeing you out in the community. Feel free to contact me at Phoenix at 1-800-347-0043 or email me at sandyw@pclv.net.

It is so good to be back. Thank you for your warm welcome.

FEATURED SERVICE

Phoenix Couriers

It is an honor to present our couriers as the "FEATURED SERVICE" in this first 2009 issue of the Phoenix *Flyer*. Their dedication to serving the customers of Phoenix Lab was clearly demonstrated during the unusually challenging weather, exceeding that of our US Postal Service, UPS, and Waste Management (to name a few) who discontinued services in our area for several days.

As the snow piled, shoveling out the cars became as common as filling the gas tanks. Freeways and thoroughfares presented daily problems, and some clinic parking lots became business opportunities for tow truck operators. A new record was set when one driver spent 4 hours in an Eastside clinic parking lot, accompanied by one stuck tractor and tow truck; a third truck finally freeing them all.

With professional driving skills, well equipped Phoenix cars, and your assistance and patience, the Phoenix couriers responded to almost every sample pick-up request. No surprise to us, some pick-up requests came from former Phoenix customers when their new labs cancelled courier services.

So, when someone asks you, "Why should I use Phoenix Lab?", our number one reason this month is, "Because the Phoenix couriers pick-up samples when the going gets tough!". Quality laboratory service for any customer starts with picking up the sample.

Note: A special Thank You! to our Spokane area clinics who were so patient through their extended days of snow, snow, snow!



Bill and Delana still smiling



Hand Shoveling Day Duty