



Welcome to Oakbrook Animal Hospital!

We're so excited you've chosen us as your partner in caring for your pet! Oakbrook has served Gardner and the surrounding community since 1993. Our team is made up of experienced professionals who have your pet's needs in mind. Whether your pet is new to your home or you are new to the area, you can rest assured he or she will receive the highest quality care from the doctors and staff at Oakbrook Animal Hospital.

Our Hours - Monday through Friday from 8am to 5:30pm and 8am to Noon on Saturdays.

Holidays - We are closed for the following holidays:

- New Years
- 4th of July
- Memorial Day
- Labor Day
- Christmas Day
- Thanksgiving

Additional closures or alternate hours will be posted on our website, our Google listing and on our Facebook or Instagram.

Pet Desk & Loyalty Program – We invite you to download our [Pet Desk App](#) for free on the App Store or Google Play. The app allows you to see your pet's reminders, request appointments and prescription refills and even view some of your pet's lab results. You can also enroll in our PAW-some Perks program. You'll get 2 treats for every dollar you spend in the hospital which you can then redeem for rewards like a free night of boarding or a free nail trim.

Referrals – We know you'll love it here at Oakbrook Animal Hospital and you'll want to tell your family, friends and neighbors so we offer a \$25 account credit for referrals. Just make sure they mention your name when scheduling.

Late/No Show Policy – We understand better than most that pets don't always cooperate when it's time to visit the doctor so you may need to cancel or reschedule. You can do so easily through the Pet Desk app or by simply calling or texting us. If you will be more than 5 minutes late, please give us a call. Our Client Service Representatives will determine whether our schedule will allow for a thorough exam or if your pet's appointment will need to be rescheduled. While we understand last minute cancellations happen and sometimes people just forget; if it happens more than once, we will require a deposit to schedule future appointments.

Online Refills – Most online pharmacies cannot offer the manufacturers' guarantee on the products they sell. What that means for you as the consumer is that if your pet vomits up their heartworm medication or your pet still ends up with fleas, despite being on prevention, the online pharmacy will not replace or refund your product nor will they help with the cost to get rid of the fleas in your home. That being said, we will approve your online pharmacy requests under the following circumstances:

- 1) Your pet must be current on core vaccinations.
- 2) Your pet must have been seen by one of our veterinarians within the last 12 months.
- 3) Some medications, such as heartworm prevention and NSAIDS, require routine monitoring. Your pet must be current on bloodwork for us to approve these types of medications.