

NEWSLETTER

Erlanger Veterinary Hospital



April 2026



DON'T LET STORMS RUFFLE THEIR FUR

Severe weather can happen quickly, especially during spring and summer, so having a plan in place for your pets is essential. During thunderstorms or tornado warnings, bring pets indoors and provide a safe, quiet space away from windows—such as a basement, interior room, or crate with familiar bedding. Keep collars with ID tags on, and make sure microchip information is up to date in case of an unexpected escape. Having an emergency kit ready with food, medications, leashes, and medical records can help you act quickly if you need to leave your home.

Many pets become anxious during storms, so helping them feel secure is just as important. Try to stay calm, as pets often take cues from their owners. Use white noise, TV, or calming music to help drown out loud thunder, and consider anxiety-reducing tools like wraps or pheromone products if needed. Never leave pets outside during severe weather, and always monitor conditions closely. A little preparation can go a long way in keeping your pets safe and comfortable when storms roll in.

“MY DOGS ARE FAMILY AT ERLANGER VET HOSPITAL!
-JENNY

With Easter right around the corner, it's important to be mindful of seasonal hazards for pets—especially lilies. While they're a popular holiday flower, lilies are extremely toxic to cats, and even small exposures like pollen or a few leaves can cause severe kidney damage.

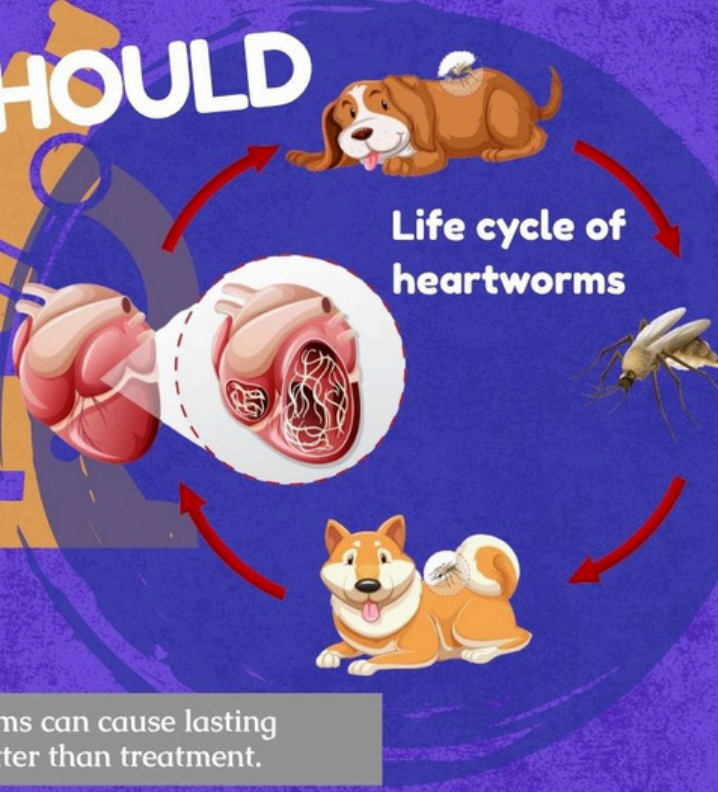


If you have cats at home, it's safest to avoid bringing lilies into your house altogether and opt for pet-safe alternatives instead.

APRIL IS HEARTWORM AWARENESS MONTH
CHECK OUT PAGE 3 FOR 10 THINGS YOU SHOULD
KNOW ABOUT HEARTWORMS

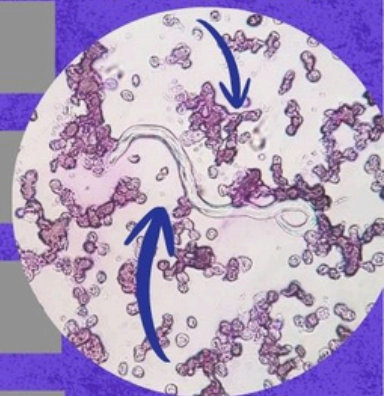
10 THINGS YOU SHOULD KNOW ABOUT HEARTWORMS

Heartworm disease is a serious and potentially life-threatening condition that we continue to see in our area. Spread by mosquitoes, these parasites live in the heart and lungs, often causing damage long before symptoms appear. Prevention is simple—but once infected, treatment can be costly and complex. Here are 10 important facts every pet owner should know:



- 1 Long-term damage – Even after treatment, heartworms can cause lasting harm to the heart and lungs. Prevention is always better than treatment.
- 2 No treatment for cats – Cats cannot safely undergo heartworm treatment, making prevention essential.
- 3 Hard to detect in cats – Cats often have only 1–3 worms, but even that can cause serious disease.
- 4 Subtle or severe signs – Symptoms in cats can range from mild coughing to serious complications like collapse or seizures.
- 5 Spread by mosquitoes – Heartworms are transmitted through mosquito bites carrying microscopic larvae.
- 6 Delayed detection – It can take up to 6 months for heartworms to show up on testing, making annual tests important.
- 7 Long lifespan – Heartworms can live 5–7 years in dogs and several years in cats.
- 8 Affects multiple species – Dogs, cats, ferrets, and wildlife can be affected.
- 9 Indoor pets are at risk – Heartworm disease exists in all 50 states, and indoor pets are not protected from mosquitoes.
- 10 Prevention is key – Monthly preventatives kill immature worms before they become dangerous adults.

Purple dots are red blood cells!



Microfilaria, baby heartworm, under the microscope.

Year-round prevention and regular testing are the best ways to keep your pet safe from heartworm disease.

Important Dates

1st Dr. Andy Pfaehler's 9yr Anniversary

5th Easter 

13th Nick's 4yr Anniversary

19-25 Customer Service Representative Week

The Glue That Holds It All Together

- During Veterinary CSR Week (April 19-25), we proudly recognize the incredible team members who keep our hospital running smoothly every day. Our Customer Service Representatives are often the first voice you hear on the phone and the first smiling face that greets you when you walk through our doors. Behind the scenes, they are constantly managing communication—tracking texts and emails, ensuring lab results reach the correct doctor promptly, answering client questions, scheduling appointments, and triaging calls to determine what needs immediate attention.

Celebrating Our Veterinary CSRs



Kim & Kalle

Pet of the Month *Ruby*



RUBY IS A SASSY LADY WHO KNOWS WHAT SHE LIKES. SOME OF HER FAVORITE THINGS ARE WARM SUNNY SPOTS ON HER CATIO, ALL FORMS OF CHURU, AND CUDDLES WITH MOM (ON HER TERMS OF COURSE).



SHE RUNS SEVERAL BUSINESSES FROM HOME SUCH AS YARD SECURITY, TREAT DISPOSITION MANAGEMENT, AND IS A SOUS CHEF.
SHE RULES WITH AN IRON PAW AND A KEEN EYE FOR DETAIL.



Jenna & Lily

Their role is essential to both client care and hospital operations. From maintaining patient records and handling invoicing to juggling multiple priorities with professionalism and compassion, our CSRs help create a seamless experience for every visit. As the first and last impression of our hospital, they play a critical part in the care we provide. We are so grateful for their dedication, organization, and commitment to exceptional service.



Protect More, Save More!

Take advantage of our limited-time instant rebate on Credelio Quattro! When you purchase a 12-month supply for the same pet in our office between April 6th and June 30th, you'll receive \$80 off instantly.

Staff Spotlight *Mike*



Originally from Pennsylvania but raised in Northern Kentucky, Mike is currently studying Health Sciences (pre-med) at the University of Cincinnati after earning his associate's degree from WKU. Inspired by his mom, a veterinary pharmaceutical representative, he discovered his passion for veterinary medicine and is excited to grow in the field as a technician assistant.

Mike brings experience in laboratory and sterilization work and is eager to build strong relationships with our clients and their pets. Outside of work, he enjoys hiking, fishing, spending time outdoors, gaming, and working on his latest 3D printing projects. We're thrilled to have Mike as part of our team!