

# PawCare Veterinary Clinic

## *Complete Guide to Our Services & Policies*

Welcome to PawCare Veterinary Clinic! We are a full-service animal hospital located at 742 Evergreen Terrace, Istanbul, Turkey. Founded in 2018, we provide comprehensive veterinary care for dogs, cats, rabbits, birds, and exotic pets. Our team of 5 licensed veterinarians and 8 veterinary technicians is dedicated to providing compassionate, high-quality care for your beloved companions.

## About Us

PawCare Veterinary Clinic was established by Dr. Ayse Yilmaz and Dr. Mehmet Kaya with the mission of making premium veterinary care accessible to all pet owners. We believe every animal deserves excellent healthcare regardless of breed or species.

Our clinic is equipped with digital X-ray, ultrasound, in-house blood work laboratory, dental suite, surgical theater, and a dedicated intensive care unit. We also have an on-site pharmacy stocked with commonly prescribed medications.

## Contact Information

Address: 742 Evergreen Terrace, Kadikoy, Istanbul 34710, Turkey

Phone: +90 (216) 555-PAWS (7297)

Emergency Line: +90 (216) 555-0911 (24/7)

Email: [info@pawcare.com.tr](mailto:info@pawcare.com.tr)

Website: [www.pawcare.com.tr](http://www.pawcare.com.tr)

Instagram: @pawcare\_istanbul

# **Working Hours**

Monday - Friday: 08:00 - 20:00

Saturday: 09:00 - 18:00

Sunday: 10:00 - 16:00

Public Holidays: 10:00 - 14:00 (emergency only)

Emergency services are available 24 hours a day, 7 days a week. For after-hours emergencies, please call our emergency line at +90 (216) 555-0911. An on-call veterinarian will respond within 15 minutes.

# **Our Services**

## **1. Wellness & Preventive Care**

- Annual wellness exams: Complete physical examination, weight assessment, and health screening
- Vaccinations: Core and non-core vaccines for dogs and cats
- Parasite prevention: Flea, tick, and heartworm prevention programs
- Microchipping: ISO-compliant microchip implantation and registration
- Nutritional counseling: Customized diet plans for all life stages

## **2. Surgery**

- Spay and neuter procedures
- Soft tissue surgery (tumor removal, wound repair, bladder stone removal)
- Orthopedic surgery (fracture repair, cruciate ligament repair)
- Emergency surgery available 24/7
- All surgeries include pre-anesthetic blood work and monitoring

## **3. Dental Care**

- Professional dental cleaning under anesthesia
- Dental X-rays
- Tooth extractions
- Oral health assessments
- We recommend annual dental cleanings for all pets over 2 years old

## **4. Diagnostics**

- In-house blood work (CBC, chemistry panel, thyroid, urinalysis)
- Digital radiography (X-rays)
- Ultrasound imaging
- Cytology and biopsy services
- Blood work results available within 30 minutes

## **5. Dermatology**

- Allergy testing (environmental and food allergies)
- Skin scraping and fungal cultures
- Medicated baths and treatments
- Chronic skin condition management

## 6. Exotic Pet Care

- Rabbits, guinea pigs, hamsters, and ferrets
- Birds (parrots, canaries, budgies)
- Reptiles (turtles, snakes, lizards)
- Specialized exotic pet nutrition advice

# Pricing Guide (2026)

All prices are in Turkish Lira (TRY). Prices may vary based on pet size, age, and specific medical requirements.

Service	Price (TRY)	Notes
General Consultation	500	30 min
Follow-up Visit	300	Within 2 weeks
Emergency Consultation	1,200	After hours
Annual Wellness Exam	750	Includes report
Puppy/Kitten Package (3 visits)	1,800	Vaccines included
Core Vaccination (Dogs)	400	Per dose
Core Vaccination (Cats)	350	Per dose
Rabies Vaccination	250	Annual
Microchip Implantation	600	Includes registration
Spay (Cat)	2,500	Includes medication
Neuter (Cat)	1,800	Includes medication
Spay (Dog < 20kg)	3,500	Includes medication
Spay (Dog > 20kg)	4,500	Includes medication
Neuter (Dog)	2,800	Includes medication
Dental Cleaning	2,000 - 3,500	Based on severity
Tooth Extraction (per tooth)	500 - 1,200	Based on complexity
Blood Work (Basic Panel)	800	Results in 30 min
Blood Work (Full Panel)	1,500	Results in 30 min
Digital X-ray	600	Per view
Ultrasound	1,200	Abdominal
Hospitalization (per day)	1,500 - 3,000	Based on care level
Grooming (Small Dog/Cat)	400	Bath, nail trim, ear clean
Grooming (Large Dog)	600 - 900	Full service

\* Payment methods accepted: Cash, credit/debit cards, bank transfer. We offer installment plans (*taksit*) for treatments over 3,000 TRY. Pet insurance claims are processed - we work with PetPlan, Allianz, and AXA.

# Vaccination Schedule

## Dogs

6-8 weeks: First Distemper/Parvovirus combination (DHPP)  
10-12 weeks: Second DHPP + Bordetella (kennel cough)  
14-16 weeks: Third DHPP + Rabies (required by Turkish law)  
1 year: DHPP booster + Rabies booster  
Every 1-3 years: DHPP booster (based on titer test results)  
Annually: Rabies (legally required), Leptospirosis, Canine Influenza

Optional vaccines: Lyme disease (recommended for dogs in rural areas), Canine influenza H3N2/H3N8.

## Cats

6-8 weeks: First FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia)  
10-12 weeks: Second FVRCP  
14-16 weeks: Third FVRCP + Rabies  
1 year: FVRCP booster + Rabies booster  
Every 3 years: FVRCP booster  
Annually: Rabies (legally required)

Optional vaccines: FeLV (Feline Leukemia Virus) - strongly recommended for outdoor cats and multi-cat households. FIV vaccine is available but not universally recommended.

## Rabbits

10-12 weeks: RHDV1 + RHDV2 (Rabbit Hemorrhagic Disease)  
12-14 weeks: Myxomatosis  
Annually: RHDV + Myxomatosis boosters

We recommend spaying/neutering rabbits at 4-6 months of age to prevent reproductive cancers (up to 80% of unspayed female rabbits develop uterine cancer by age 5).

## **When to Seek Emergency Care**

Please call our emergency line (+90 216 555-0911) or come directly to the clinic if your pet shows any of the following signs:

- Difficulty breathing, choking, or continuous coughing
- Seizures or loss of consciousness
- Suspected poisoning (chocolate, grapes, rat poison, antifreeze, lillies for cats)
- Bloated or distended abdomen (especially in large breed dogs)
- Inability to urinate (especially in male cats - this is life-threatening)
- Profuse bleeding or deep wounds
- Hit by car or fall from height
- Eye injuries or sudden blindness
- Severe vomiting or diarrhea lasting more than 24 hours
- Ingestion of foreign objects (bones, toys, string)
- Signs of severe pain (crying, hiding, aggression when touched)
- Temperature above 39.5deg C (103deg F) or below 37deg C (98.6deg F)

## **Pet Nutrition Guide**

Dogs:

- Puppies (up to 1 year): Feed 3-4 times daily with puppy-specific food
- Adults (1-7 years): Feed twice daily. Recommended brands: Royal Canin, Hill's Science Diet
- Seniors (7+ years): Senior formula with joint support. Reduce calorie intake by 20%
- Raw diet: We can advise on balanced raw feeding plans

Cats:

- Kittens (up to 1 year): Free-feed or 3-4 times daily with kitten formula
- Adults: Feed twice daily. Wet food is preferred for hydration
- Seniors (10+ years): Kidney-friendly diet recommended
- NEVER feed cats: onions, garlic, chocolate, grapes, or raw fish

Rabbits:

- Unlimited timothy hay (80% of diet)
- Fresh leafy greens daily (romaine lettuce, cilantro, parsley, basil)
- Limited pellets (1/4 cup per 2.5 kg body weight)
- NEVER feed rabbits: iceberg lettuce, avocado, chocolate, or bread

# **Boarding & Pet Hotel**

We offer comfortable boarding facilities for dogs and cats:

## Dog Boarding:

- Standard kennel: 800 TRY/night (includes 2 walks, meals)
- Premium suite: 1,200 TRY/night (private room, webcam access, 3 walks, playtime)
- VIP suite: 1,800 TRY/night (sofa bed, TV, unlimited playtime, daily photo updates)

## Cat Boarding:

- Cat condo: 500 TRY/night (multi-level space, toys)
- Cat suite: 800 TRY/night (private room, window view, daily brushing)

## Requirements for boarding:

- Up-to-date vaccinations (DHPP/FVRCP and Rabies)
- Flea/tick prevention within the last 30 days
- Negative fecal test within the last 6 months
- Spayed/neutered (required for co-play areas)

We offer 10% discount for stays longer than 7 days and 15% for stays longer than 14 days.

## **Frequently Asked Questions**

**Q: Do I need an appointment?**

A: Walk-ins are welcome but appointments are strongly recommended, especially for weekends. You can book online at [www.pawcare.com.tr/book](http://www.pawcare.com.tr/book) or call us.

**Q: Do you offer payment plans?**

A: Yes, we offer installment plans (taksit) for treatments over 3,000 TRY. We accept all major credit cards and work with several pet insurance providers.

**Q: Can I stay with my pet during treatment?**

A: Yes, owners are welcome to stay during examinations and minor procedures. For surgeries, we will provide real-time updates.

**Q: Do you treat exotic animals?**

A: Yes! Dr. Elif Demir specializes in exotic animal medicine including rabbits, guinea pigs, hamsters, ferrets, birds, and reptiles.

**Q: What if my pet needs care after hours?**

A: Call our 24/7 emergency line at +90 (216) 555-0911. An on-call vet will respond within 15 minutes.

**Q: Do you offer home visits?**

A: Yes, home visits are available for 1,500 TRY within the Kadikoy district and 2,000 TRY for other Asian-side districts. Home visits include basic examination, vaccination, and blood draw services.

Q: How do I get my pet's vaccination passport?

A: We issue official EU Pet Passports for international travel. The passport costs 300 TRY and includes your pet's complete vaccination history. Please allow 3 business days for processing.

## Our Team

Dr. Ayse Yilmaz - Founder & Chief Veterinarian

Specialty: Small animal surgery and orthopedics

Education: Istanbul University Faculty of Veterinary Medicine (2010)

Experience: 16 years in veterinary practice

Dr. Mehmet Kaya - Co-Founder & Senior Veterinarian

Specialty: Internal medicine and cardiology

Education: Ankara University Faculty of Veterinary Medicine (2012)

Experience: 14 years in veterinary practice

Dr. Elif Demir - Exotic Animal Specialist

Specialty: Exotic pets, birds, and reptiles

Education: Uludag University (2015), Certified in Exotic Animal Medicine

Experience: 11 years with exotic species

Dr. Can Ozturk - Dental & Dermatology Specialist

Specialty: Veterinary dentistry and skin conditions

Education: Selcuk University (2016)

Experience: 10 years in veterinary dermatology

Dr. Zeynep Arslan - Emergency & Critical Care

Specialty: Emergency medicine and intensive care

Education: Cerrahpasa University (2018)

Experience: 8 years in emergency veterinary medicine

Our Veterinary Technicians:

- Selin K. (Lead Technician, 12 years experience)
- Burak A. (Surgery Assistant, 8 years experience)
- Deniz Y. (Lab Technician, 6 years experience)
- Merve T. (Dental Hygienist, 5 years experience)
- Emre S. (Exotic Animal Care, 4 years experience)
- Gizem B. (Client Relations, 3 years experience)
- Arda C. (Boarding Manager, 7 years experience)
- Naz D. (Grooming Specialist, 5 years experience)

**Thank you for choosing PawCare Veterinary Clinic!**

*Where every paw matters.*