

**Accredited**  
Veterinary  
Hospital  
Scheme

**Australian Small Animal Veterinarians**  
**A special interest group**  
**of the Australian Veterinary Association**

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**Inspection of**  
**Gungahlin Veterinary Hospital**

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Hospital inspector: Dr Bruce Parry

Date Inspected: Tuesday, 16 March 2020



Main hospital on left of image and cat hospital on the right

**Introduction**

This hospital was being inspected for re-accreditation.

The Directors are Drs Michael Hayward and Tony Wilson. Dr Hayward assisted me with the inspection, with contributions from other staff as we did the rounds of the hospital.

**Recommendation:**

The hospital is, in my opinion, eminently suitable for re-accreditation for another 4 years. It is a poster case for the accredited hospital program.

This report contains no mandatory requirements and one suggestion (at the end of the report). The suggestion is the inspector's opinion and not a mandatory condition for reaccreditation.

## Preamble

Gungahlin Veterinary Hospital has been an accredited hospital of excellence for many 'cycles'. Since the last visit it has expanded the premises to include a physically separate Cat Hospital (opened in 2018). The latter is under the umbrella of the Veterinary Hospital and was included in this inspection visit.

The hospital was inspected just before major COVID-19 restrictions were announced. Signage and sanitation points relating to COVID-19, appropriate for the time, were in place.

The practice operates by appointments. Opening hours are Monday-Friday 0800-1900 and Saturday 0830-1600. After-hours emergency cases are handled by Canberra Veterinary Emergency Service (operating on the Gungahlin Veterinary Hospital premises, but as a separate business and not part of this accreditation visit). These hours are clearly seen at the entrances to the hospitals and on their website.

The hospital uses Vision VPM (Covetrus) practice management software. There are 40 workstations around the building.

## Inspector's Report

### Outside of the building / gardens / carpark

The outside of the building and surrounds were very well-maintained at the time of the inspection. There is ample parking, with spaces well delineated and a designated disabled parking space with ready access to the front door of the main hospital.



Main hospital entrance



Entrance to the cat hospital

There is no designated disabled parking at the entry to the cat hospital.

### Suggestion

*Consider designating a disabled parking space at the front of the cat hospital.*

### Flooring

Flooring throughout the hospitals is a durable vinyl surface, curved at the walls, with standard splash backs. All floors, walls, etc. were in excellent condition and clean at the time of inspection. The hospital was free of any odours.

The staff room/office area is located upstairs. It is carpeted, with the exception of the kitchen area, which has a 'wood' vinyl surface.

Hereafter this report first considers the main hospital, including general ('shared') areas such as pathology, diagnostic imaging, laundry and staff facilities, then the cat hospital *per se*.

### Reception and waiting room

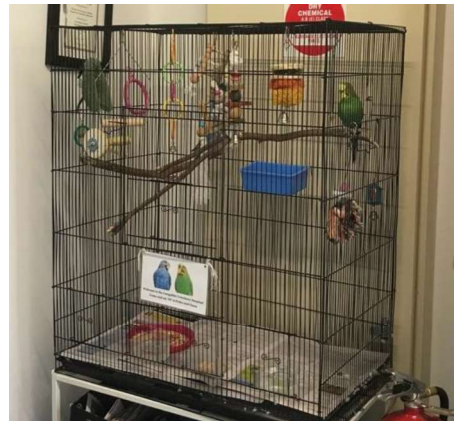
Entry from the car park to the main reception is through a vestibule, which serves as a reception area for the emergency centre (after hours). There were posters explaining triage and poisonings.



270° 'panoramic' view of entry vestibule: Entrance (far left), seating, internal entry to main reception (with 'automatic' door) and scales, and emergency admission window (far right).

The reception area sets the tone for the hospital; it was clean and tidy, well-presented and welcoming, as were the staff. The area was very well lit, affording a bright appearance. There were well-stocked merchandising stands. The resident hospital budgies, Pedro and Dazza were present to welcome clients.

There is an administration office immediately behind the reception desk.



'Panoramic' view of the reception area.

### Consulting rooms

There are 6 consultation rooms, 5 opening from the reception area. Three of the latter have 'rear door' access to the hospital; while 2 only have the door (from the reception area). The sixth room, and one of the other 5 rooms, are accessible from the emergency (after hours) reception area. All have good lighting, are reasonably spacious and well-appointed, with standard equipment available.





Consultation rooms.

### Dispensary

The dispensary is centrally located, in a corridor between the administration office and the treatment room, making it readily accessible to all areas of the hospital. S4 drugs are on shelves with a roller shutter door for after-hours security. A selection of drugs was examined and found to be within date.



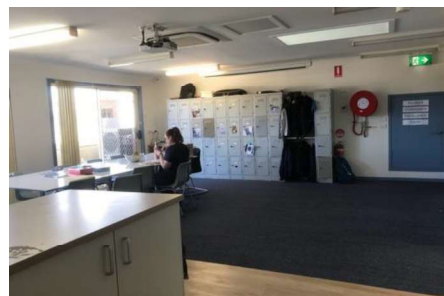
S8 drugs and euthansia solution are kept in 2 safes in the treatment room. The S8 register appeared to be up to date.

### Offices / Staff Room

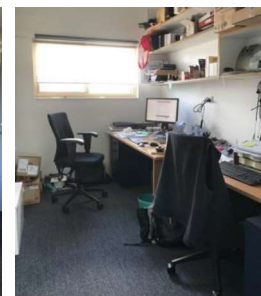
There is a small office adjacent to the imaging room downstairs and, upstairs, there are 5 'hot desk'/administration offices, together with a very large open plan staff room and kitchen.



Kitchen



Staff room with bank of lockers



An office

These areas were functional, neat and tidy at the time of the inspection. The hospital has a good collection of texts and other reference material, in print and on-line.

### Treatment area

The treatment area is a large open space, with good lighting. There are three stainless-steel 'wet' treatment tables, each with plumbing, piped oxygen and active anaesthetic gas scavenging. There is a bank of cages for animals recovering from anaesthesia, requiring close monitoring, etc. The room is very well configured with adequate bench and cupboard space. A procedure room and a surgery are located at one end of the room.



The hospital (including the theatres) is well equipped with monitoring equipment, infusion pumps, anaesthetic machines, patient warmers, etc. Records indicate that such equipment is well-maintained.

### Pathology

There is a well-equipped room dedicated to in-house pathology, next to the treatment area. The practice has Abaxis HM5 (haematology), VS2 (biochemistry, VS Pro (coagulation), and Abbot iStat (electrolytes, ACT, etc.) equipment and a microscope (with digital camera) for bloods, urine, cytology, etc.

Samples are also referred to Symbion Vetnostics.

Results are integrated into the patient record.



### Operating theatre

There are two theatres, both located at one end of the treatment area. One is designated a 'procedures' room and the other the 'surgery'. Each has good theatre lighting, anaesthetic machine with piped oxygen and active anaesthetic gas scavenging. Each has a pass-through window for surgical supplies, with ample cupboard/bench space beneath the windows outside the theatres. The doors are heavy duty clear plastic material affording a view into the rooms from the treatment area. The surgery scrub area is between the two theatres in the treatment area.

The procedures room is mainly used for ultrasonography (see later). It was in use at the time of the inspection.

The surgery was not in use. It was spotlessly clean at the time of the inspection.

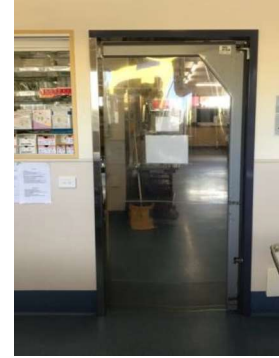




Surgery from treatment area



Surgery



View back to treatment area

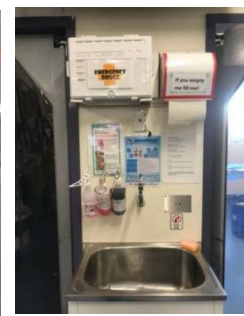
Protocols are in place for cleaning of surgery, surgical equipment, etc. and for the sterilisation and storage of drapes, gowns, etc. There are two HaTmed B Class autoclaves in the laundry with up-to-date service stickers attached.



Entry to procedures room



Procedures room



Emergency kit above scrub sink

### Emergency Kit

The emergency kit is located above the surgery scrub sink outside the theatres. It is readily accessible. Contents and dose rates are listed inside the lid. There are simple protocols for emergency situations.

### Anaesthesia

There are 11 anaesthetic machines, 10 using isoflurane vapourisers. One machine is an unbranded simple out of circuit system. Equipment is regularly serviced with dates affixed.

The hospital has active gas scavenging points and piped oxygen outlets in the surgery and treatment room. When machines are 'out of range' of the active system, Ulco inbuilt bassoon/dilution chambers are used. The hospital has an oxygen generator.

Monitoring equipment is adequate, including electronic respiratory monitor, oesophageal stethoscope, pulse oximetry, indirect blood pressure measurement and capnography. Anaesthetic charts are recorded are recorded in Smartflow and added to the patient file.

### Radiology

There is a dedicated room for radiography, located next to the surgery suite. The practice now uses a Rad-X HF Premier generator, with a Toshiba Rotanode tube-head and Rad-X floating top table and tube stand. Images are acquired by a Canon CDX1 digital radiology panel and Canon software. The images are of adequate quality according to the external reviewer. Those examined during the inspection were also good quality.



Appropriate radiation protection and badges are used. Staff are advised quarterly of their exposure dose results by email with a 'read receipt' required. One director oversees all reports.

Flexible and rigid endoscopes are also located in the radiology room for video-endoscopy. Images are stored on computer.

### Ultrasound

There are two ultrasound machines, an Esaote MyLabSeven and a Sonosite M-Turbo (in the Cat Hospital at the time of the inspection), with several transducers. Scans are performed in the Procedures Room (see above).

### Records

The practice uses Smartflow for medical records of hospitalised patients, which are transferred into the patient file in the Vision VPM practice management program. The medical records submitted for external review were judged adequate. Those reviewed at the inspection were also of good quality.

### Dog Wards

There are two dog wards and separate dog runs, located near the laundry, close to the treatment area. The wards contain banks of cages. The dog runs and isolation ward have concrete flooring. These areas were functional, neat and clean at the time of the inspection.



Ward 1



Ward 2



Dog Runs



Isolation Ward (thorough to Utility Room)



### Isolation ward

The isolation ward is located across the corridor from the dog runs. The room is fit for purpose. Protocols for use and decontamination are posted. It was good to see the room was not being used as a storage area in the absence of such cases.

Its location makes it a thorough-fare to the second utility room that houses the oxygen generator, ducted vacuum system and compressor.

### Dental Suite

A dedicated dental room, shared by the dog and cat hospitals, is located off a short 'air-lock-type' corridor that links the two areas. It is well-equipped with an iM3 Elite dental cart with reticulated compressed air, numerous handpieces, an air-powered extraction device and a scaler. There is also a wall-mounted digital dental radiography system, comprising an Acteon X Mind DC generator, Toshiba tube-head and Sopix digital acquisition system.



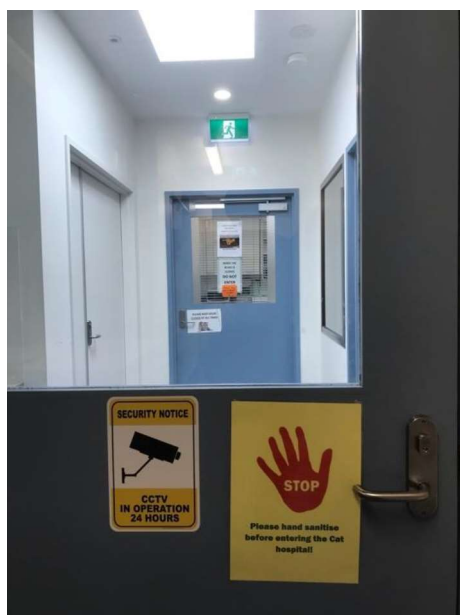
### General Housekeeping

The hospital has appropriate protocols, charts and maintenance logs. Those logs that were examined were all to be up-to-date.

There is a spacious laundry, which also houses the autoclaves. This area was functional and tidy at the time of the inspection. It led to an enclosed courtyard with clothesline.

### Cat Hospital

There is no doubt when you are about to enter Gungahlin Veterinary Hospital's Cat Hospital. The external entrance is very clearly visible from the car park (photo on page 1). When moving from the main hospital (for dogs and other critters) to the cat hospital, there are two dividing doors, making the transition obvious! The Cat Hospital is certified as a Gold Level Cat Friendly Clinic under the International Cat Care/International Society of Feline Medicine Cat Friendly Clinic program.



First door



Second door

The 'air-lock' area between the doors has a bulk store to the left of the image and the dental suite to the right. Immediately through the second door is the feline treatment area, with the feline ward and feline surgery adjacent.

### Reception

The cat reception is a spacious, well-lit, welcoming area. There is a well-stocked stand for merchandise along one wall. The hospital runs by appointments and the reception desk is staffed as required. An open-air cat 'play enclosure' is visible from the waiting room.





### Consultation Rooms

There are 3 consultation rooms opening directly from reception. Each is spacious and well-equipped. Each has a rear door for ready access to the dispensary.



Two of the consultation rooms

Dispensary

### Dispensary

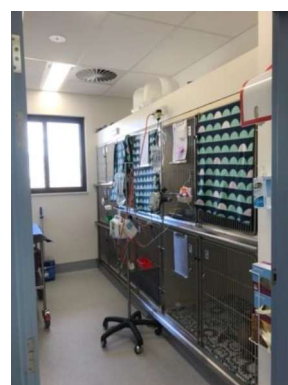
There is a well-stocked dispensary with a roller shutter for security. Several drugs were examined and found to be within their expiry date. A keypad S8 safe is located in the treatment room.

### Treatment Room

The treatment area is spacious and well-designed. There are two 'wet' tables. Anaesthetic equipment, etc. is similar to the main hospital.



Panoramic view of treatment room: from left: window to dental suite, treatment cages, cat ward, surgery.



Treatment room

Surgery

Cat Ward

### Theatre

There is one surgery room. Activity in the surgery can be clearly viewed from the treatment area. The surgery is fully equipped (similar to the main hospital) and was spotless at the time of the inspection.

**Ward**

There is one ward, with a bank of cages (sink and cupboard behind the entry door).  
There is no designated isolation ward in the Cat Hospital *per se*.

**Conclusion**

Gungahlin Veterinary Hospital is a stand-out hospital in the accreditation program.  
It is a credit to the directors and the staff. The facilities are excellent and appear to be complemented by a dedicated veterinary team. The new Cat Hospital 'extension' has a very fresh and professional appeal.

**Summary of requirements and suggestions**

**Mandatory requirements:** None

**Recommendations:** None

**Suggestion:**

- Consider designating a disabled parking space at the front of the Cat Hospital.

*Signed*



*Bruce W. Parry, BVSc, PhD, Diplomate ACVP, Fellow AVA  
ASAV AVHS Inspector*