Pat Heichel and myself took my 10 year old Golden Retriever Bunny to VetMed, on Saturday, May 13th at approximately 1:00pm. For the few days prior, Bunny had started picking at meals, and been depressed. That morning she was having difficulty walking without stumbling and her stomach seemed distended.

Pat carried her to the car. We arrived at VetMed to be greeted with very impersonal, grumpy staff. Very discourteous to not only us, but as we witnessed other client's interactions. Emergencies are a time when a client would expect some empathy from the staff. But they all (the front desk and licensed staff as well) were like drones, chanting "take it or leave it" threats to at least 3 different clients as we waited and waited for assistance. They could be heard saying "No one is making you stay here" or similar to very distraught owners.

(Choices are limited after hours for Veterinary help. VetMed has a monopoly for Veterinary care after hours around here, and their prices reflect it. Their prices should be criminal.)

Cara was the person that came into the exam room to talk. We agree the symptoms, coupled with Bunny's advanced age were most likely caused by a Pyometra infection. Bunny had some discharge, so thankfully we knew it was an open Pyometra. Because of her age, I knew I just wanted her spayed. To take the uterus out. She was long passed breeding, and I didn't want to mess around. Pretty straight forward. I then told Carrie I wanted before and after pictures of the uterus. Carrie agreed to tell the surgeon.

Having lost many Goldens over the past 25 years to Hemangiosarcoma, I told Cara, that if anything looked unusual, I wanted the spleen taken prophylactically. Pat was in the room to witness. Carrie listened, being careful not to say "yes" or "no" but agreed to convey my wishes.

Carrie then presents us with an estimate for around \$4600! For a spay! (The 2 weeks prior a pyometra spay on another of our girls, the 2nd in 25 years, was \$1700 on an emergency walk in bases. Unfortunately, Squaw wasn't open 24/7.

We gave our consent to a spay. Dr. Staci Bingham popped in for about 30 seconds, and popped back out. That is what they call an exam? This exam, had Bunny's weight recorded wrong. Her weight was off by 15 pounds, her entire stay! She weighs 75 pounds (Verified by Squaw Peak). The entire time her weight was recorded at 60 pounds. Did they ever weigh her at all? Obviously not! A difference of 15 pounds is a HUGE spread! That difference effects every procedure they do! There is NO WAY any medicine prescribed for her was dosed correctly! Including the antibiotics, Bunny was ultimately incorrectly sent home with, to battle this very bad bacteria.

The clavamox she prescribed was not only too weak of a dose, but Clavamox is NOT the standard for a pyometra spay., the incompetence of Dr. Blom caused the bacteria to flourish. I have included documents showing Dr. Blom prescribed inappropriate antibiotics at discharge, for what was believed at the time a pyometra spay. The final diagnosis was dependent on the culture, which was not back yet. (it was later revealed by culture Bunny had Endometritis not Pyometra which coincidently wasn't the recommended antibiotic for Endometritis either)

There wasn't even any entries indicating Dr. Blom took the time to inspect Bunny's incision post-surgery, let alone change her bandage wrap. Old blood, still oozing from surgery is breeding ground for bacteria. Bunny came home with her belly wrapped still. Dr. Blom asked me to remove it when I got her home.

Then, 4 days later she is in a battle for her life. She required surgery again. We rushed her to Squaw Peak Veterinary Hospital, where Dr. Mike Ferrera did lifesaving, Exploratory Surgery on her to fix the damage done by Dr. Radlinsky.

But back to the events of May 13th. We left Bunny very worried. Dr. Bigham said Dr. Radlinsky would call later in the evening with an update. after surgery.

This is bacterial infection Bunny contracted was a nosocomial infection. Acquired by bacteria introduced into her abdomen by a perforated glove. This is the bacteria. Very bad news.

Pseudomonas aeruginosa

From Wikipedia, the free encyclopedia

Pseudomonas aeruginosa is a common Gram-negative, rod-shaped bacterium that can cause disease in plants and animals, including humans. A species of considerable medical importance, P. aeruginosa is a multidrug resistant pathogen recognised for its ubiquity, its intrinsically advanced antibiotic resistance mechanisms, and its association with serious illnesses — hospital-acquired infections such as ventilator-associated pneumonia and various sepsis syndromes.

The organism is considered opportunistic insofar as serious infection often occurs during existing diseases or conditions – most notably cystic fibrosis and traumatic burns. It is also found generally in the immunocompromised but can infect the immunocompetent as in hot tub folliculitis. Treatment of *P. aeruginosa* infections can be difficult due to its natural resistance to antibiotics. When more advanced antibiotic drug regimens are needed adverse effects may result.

It is citrate, catalase, and oxidase positive. It is found in soil, water, skin flora, and most man-made environments throughout the world. It thrives not only in normal atmospheres, but also in low-oxygen atmospheres, thus has colonized many natural and artificial environments. It uses a wide range of organic material for food; in animals, its versatility enables the organism to infect damaged tissues or those with reduced immunity. The symptoms of such infections are generalized inflammation and sepsis. If such colonizations occur in critical body organs, such as the lungs, the urinary tract, and kidneys, the results can be fatal. [1] Because it thrives on moist surfaces, this bacterium is also found on and in medical equipment, including catheters, causing cross-infections in hospitals and clinics. It is also able to decompose hydrocarbons and has been used to break down tarballs and oil from oil spills. [2] P. aeruginosa is not extremely virulent in comparison with other major pathogenic bacterial species – for example Staphylococcus aureus and Streptococcus pyogenes – though P. aeruginosa is capable of extensive colonization, and can aggregate into enduring biofilms. [3]



When Dr. Radlinski called that evening she said Bunny's surgery went fine. No problems except some unusual fluid in her uterus. She said she sent that out to be cultured. I was concerned with the word "unusual" so I immediately asked her (and Pat Heichel was there to witness this) "So then did you take out the spleen?"

Dr. Radlinski sounded dumbfounded and stuttered. She had no idea of any of my previous conversation and request. I was miffed, but glad Bunny was ok. I asked Dr. Radlinski if she took before and after pictures. She said very quickly "Yes!" I was glad for that. It was agreed I'd call in the morning for an update.

The next morning I call. Bunny will be ready for pick up at 4:00. She's not eating and they want to see if they can get her to eat. I agree and ask if I have the pictures waiting. She puts me on hold. She comes back and says Yes.

My husband Bill and myself arrive around 4:00 to pick up Bunny. We checked in at the front desk. I mention the pictures and the gal has us take a seat and whisks of to the back. We sit and wait in a very crowded front waiting area. While waiting, we witnessed, 2 or 3 visibly shaken and angry clients. They were each separately expressing concern over the unreasonably high prices Vetmed charges. "How can anyone possibly pay these prices?" We watch as families struggled with what to do with their sick and/or dying pets. The VetMed staff

had a canned answer to each of the families, "No one is making you stay here"! WOW! I just really wanted my Dog NOW, to take home!

We finally were summoned to an exam room for discharge. The gal who turns out to be Jill, summonded us. She was impersonal and abrasive. I immediately sensed something was up. I ask about the pictures again. To my surprise she says, NO ONE can find them!

I'm advised by Jill, I have to wait until Dr. Radlinsky was in. I suggested they call her. That I've already been told twice, the pictures would be here. Jill says "we don't call employees on their days off!". "That I had to wait!!". We bantered back and forth.

It was the weirdest thing, but I felt the tension from All the employees working that day. Something was going on and they weren't budging from the "I can't find it", and "it's Dr. R's day off" position. "We don't call on employee's day off!".

I intuitively knew at that moment, something happened. Not calling employees on days off is hogwash. They did something to my dog that nearly killed her that day. (Come to find out, It still may. Time will tell). And the staff that day knew full well of the events. I could sense it, and my husband Bill could sense it.

I'm a stubborn woman. I WANTED those pictures really, really badly now. I was bantering back and forth with Jill. She described herself as the Emergency Room overseer. Very curt, very set in her mindset making it clear I wasn't getting those pictures today.

I was just as set in my mindset, that I was! Jill could sense I was really upset. She finally left the room and Dr. Blom entered. Dr Blom was just as impenetrable. "I'm not calling Dr.Radlinsky," and "You're not getting any pictures today". "I'll leave a note for Dr. Radlinsky" Dr. Blom said

Not much I could do. At this point, I told Dr. Blom I wanted not only the pictures, but NOW I wanted copies of EVERYTHING and please have them ready at check out!.

We went to check Bunny out. The gal at the front desk hands me a few documents. At the time I didn't realize just how INCOMPLETE my request was. It wasn't until later, when I learned the "standard of care" for records, that I became aware of the PURPOSEFUL OMISSION OF DOCUMENTS by Dr. Radlinsky, Dr. Blom and Dr. Bingham to cover up a HUGE blunder!

(It was later discovered because of Dr. Radlinsky's carelessness, Bunny acquired a Nosocomial infection also know as a Hospital acquired infection or HAI. We later learn While Dr. Radlinsky was operating, she was careless, and didn't notice the very LARGE perforation in her glove!)

The only documents I received May 13, after asking for EVERYTHING was the Bill of course. and:

- 1. 6 Detailed Lab Reports (That is the title at the top of page)
- 2. A surgical report
- 3. A report with no title, but it says "Assessment" towards the upper left and Plan middle Left. Each of those 2 subheadings has a numerical list of the corresponding entry, one of which says I agreed to abdominal exploratory surgery.

This "assessment" document is pertinent because, "abdominal explore" was concocted and added to the document while we waited to check out. That's why it took so long. It was necessary for those words to be added, in order to justify the grossly large incision Bunny had!.

(Days later we received the pictures of Bunny's uterus.) Although clearly diseased, the uterus was NOT that big! In NO WAY did her diseased uterus warrant the stem to stern incision Bunny had.

I've spayed my fair share of Goldens including 2 previous pyometra spays. **NEVER** have the surgeons cut that large of an opening. **That incision was dangerously large**. 10"! There is no question something happened in that Operating Room!

The "Assessment" document **only** has Dr. Staci Bighams signature. Mine is noticeably absent! That's because the discussion about an abdominal explore was NEVER discussed! Those words were added before discharge to cover Dr. Radlinsky's hind end. That HUGE incision needed justifying.

You'll read **NO OTHER** document even hints of an Abdominal explore. Only the document **unsigned** by me.

Another thing added on the "assessment" document, that is signed only by Dr. Bigham, is the **AFAST scan**. That scan was supposedly done as the diagnostic testing, to confirm Pyometra, before opening Bunny up. It was also on my bill. This is the first I'd seen those words. I asked for those documents and images also. I didn't get them at discharge either Θ

I asked over the course of the next month at least 3 times for the AFAST ultrasound images and reports. I was told eventually by Jennifer Lundal, "that they weren't required to keep" diagnostic images and reports. The documents had been tossed in the garbage!

WOW, really? Do they really think I'm that stupid?

They know full well they are required, under Arizona statutes, to give me any and ALL documents. That also includes all Lab Results, and Diagnostic images if requested at time of discharge. They ALL know full well Arizona Statutes requires records be retained for 3 YEARS!.

I've included the standards in this notebook.

I know unequivocally now, something terrible happened to my dog! Everything is making sense. They COULDN'T show me the images from the ultrasound, because that would show her uterus wasn't large enough to warrant a 10" incision!!!

That, "something" happened that need a larger incision to repair the damage she caused. What ever that was, (most likely a lacerated uterus or colon upon entry) caused Dr. Radlinsky, to extend the incision from 5" to 10" to repair it!

Later it will be revealed Dr. Radlinsky cropped a picture of her hand, cropping out a large perforation in her glove. While trying to cover up her malpractice, she hadn't noticed the gapping hole, that was harboring the destructive bacteria, that devoured Bunny's abdomen!

The web of deceit Dr. Radlinsky and staff created is endless!

Forging and altering documents to cover up a mistake is malpractice! All day long the documents you'll see in this notebook scream COVER=UP!.

The PURPOSEFUL OMISSION OF DOCUMENTS by Dr. Radlinsky, Dr. Blom and Dr. Bingham at check out, and purposeful act of withholding documents, even with repeated requests over the course of the past month, Is malpractice.

The blatant lie regarding records retention to cover up the conspiracy. That scans aren't required to be kept at all, is a lie and malpractice.

To injure my dog, cause a life threatening nosocomial infection, and then cover it up? IS MALPRACTICE!!

It's all just sickening to me, that people in charge of a living being would do this! I want to vomit at the thought of how many pets they've harmed? How many innocent, unsuspecting owners, haven't questioned their actions? How many times have they gotten away with something like this?

Those Drs. and Jennifer Lundal AND Jill and probably the anesthesiologist Brianna are all in this conspiracy together. They know full well they are required, under Arizona statutes, to give me any and ALL documents. That also includes all Lab Results, and Diagnostic images if requested at time of discharge. They ALL know full well Arizona Statutes requires records be retained for 3 YEARS!.

I've included the standards in this notebook.

Back to the statement; We gathered up Bunny and my husband and myself took a noticeably "still very sick" dog home.

Once home Bunny was noticeably woozy. I knelt by Bunny, to take off the bandage that was wrapped around her abdomen, at the request of Dr. Blom. As soon as I knelt down, Bunny flopped to the floor, rolling over to expose her belly like Goldens do when they want a belly rub or sympathy. This was when we saw her incision. I gasped! It looked like an incision you'd see in a fright movie! It went from stem to stern!

The size of the incision is again a very pertinent piece of the puzzle. 5 days later, on May 18th, Is when Dr. Radlinsky finally sent the pictures asked for at discharge, of Bunny's uterus. I received the picture of Bunny's diseased uterus, along with Dr. Ralinsky's gloved hand. At the first introduction of the gloved hand, the perforation isn't there. This is the cropped version. It's later on this same day, that I receive a zip file. In this zip file of 6 documents, most of which I had already, was the uncropped glove, with a LARGE PERFORATION!!

We got home and settled. Throughout the evening she didn't get up. I watched her sleep till I went to bed.

The next day midafternoon (May 15th), she finally got up. She shuffled toward the door. I put her leash on and encouraged her, the rest of the way outside. She assumed the stance dogs take when going to the bath room a couple times. I assumed she was trying to poop, but nothing came out. After a couple failed attempts she headed toward the door and her bed. She got up 1 or 2 times that day. She still was noticeably not feeling good. She wouldn't eat. She just slept mostly.

The next day (May 16th) the same thing. Only her wanting to go to the bathroom intensified. she tried with no success to go to the bathroom numerous times. Spinning and squatting. I was starting to worry, but her temp was normal and I she was drinking water when I offered it. I just assumed her pain medication was constipating her. It never occurred to me she was trying to urinate! (We now know her bladder, colon and her necrotic uterine stump had all adhesing to each other! We later learn of the nosocomial infection created when Dr. Radlinsky continued to operate with a LARGE perforation in her glove!

The next morning Pat came over. We both agreed it was time to call Vetmed. Considering I didn't trust any of them at this point, I wasn't eager. But I did call I call VetMed and get Jill again. I explain my concerns which at the time I thought was constipation from the pain medication. I ask what to do? Jill says "Nothing can be done or said over the phone. I'd have to bring her in".

I'm livid. I have a very sick dog and they want me to just whisk her up and drive to VetMed? Carry her in? Wait with her, while she tries to squat every few seconds? And then pay for another over priced visit?

I try to appeal to her empathetic side once more. I just want guidance with something I can do at home. She offers nothing but venom and rudeness.. Jill became so combative, I asked to talk with someone else. That this was, a potential emergency, and I didn't want to talk to Jill anymore. Jill simply said, "Not going to happen!"

That I'm "not talking to anyone!" Seriously, those were her words. Pat was sitting right there in my kitchen listening while I talked. She couldn't believe it either. I just hung up, disgusted with VetMed and their staff. I wanted nothing more to do with them. It was apparent they only were concerned with themselves.

Jill must have reported my attitude because Dr. Blom calls a few minutes later.. I'm not available for her anymore. I let it ring. Dr. Blom calls again, I don't answer. She calls the next day too. I'm beginning to feel validated of my suspicions that something is up.

(We later learn the colon and bladder were at such a weird angle, **she couldn't** urinate or defecate!)

This whole 3rd day, Bunny just kept squatting. She wasn't eating yet, but drinking some still, although not as vigorously. Dehydration was becoming a concern as well as low blood sugar. I was becoming increasingly worried. But her incision looked ok. I just kept monitoring her temp.

That night I decided I needed to syringe feed her. I blended chix breasts with gerber baby food and some karo for energy. I was encouraged she ate some and drank water. Feeling a little better that evening I went to bed with Bunny sleeping in her open crate.

The next morning Pat arrives early. We go to check on Bunny and she can't get up. Pannick stricken we both finally pull her out of her crate. She can't stand up. We manually stand her up, and she collapses. Without a moments hesitation, Pat picks her up as I prepared the car. We rush to Squaw Peak Veterinary Hospital late morning on the 18th of May. This is when we learned just how serious Bunny's condition was.

Another emergency surgery the 4th day. This time to repair the damage done from Dr Radlinsky's surgery. We had Mike Ferrera as the Vet that day at Squaw Peak. He looked noticeably concerned when examining Bunny. He felt a mass that shouldn't be there. We agreed on an abdominal x-ray. They took Bunny in back.

When Mike returned he told us he felt Bunny had fluid in her abdomen. We suggested Mike do a CBC. He agreed with that suggestion.

When he came back with the information from blood work and showed it to me, I wanted exploratory surgery. It was agreed to do surgery ASAP. We waited in the room we were in for word.

Eventually, Mike summoned us to the back where Bunny was. As Pat and myself approached Bunny, all we could see was the draped abdomen with the large incision opened up. Pat and I BOTH noticed Mike was shook up. He was gently holding what looked like a black mess of tissue. It was apparent even to an untrained eye, that her abdomen was a disastrous mess!! Pat and I both remember Mike saying "What did they do to her?" "She's a mess." "I've only seen something like this 2 times in the past"!

Her diseased bladder, colon and necrotic uterine stump had adhesed together. This adhesion created the bladder, colon and what was left of the uterus, **the stump**, to be at an unnatural angle. The bladder and colon couldn't function. Bunny COULDN'T PEE OR POOP THIS WHOLE TIME! The uterine stump was BLACK, its was dead from infection. The abcesses created devoured the tissues. They were all intertwined and fused. One of her ovarian stumps had abcessed and was oozing. The abcess the ovarian stump and Jejunum fused also requiring 4 " of the nutrient dispersing portion of her small intestine to be removed. Serious life threatening stuff!

This was a **cut and dry nosocomial Infection**. No question! Caused by a perforated glove.

Pat asked him "If this was your dog, what would you do?" Mike answered, "I'd try to save her". We gave the OK, feeling good, if only briefly, Bunny finally had someone who we felt cared. Before we left, I asked Mike to take pictures of her abdomen. He agreed to and did just that.

Pat and myself left for a few hours. We returned and checked her out. I felt relief to have a feeling of trust in Bunny's doctor. We went to pay and check her out. Another \$1700 to repair the damage of Dr. Radlinsky. I was given receipt and 1 picture with the promise of more pictures to come.

She has had a very slow, excruciating recovery. Everyday is worrisome that this is the day I loose her.

Dr. Blom called as we left Vetmed and were on the way home from Squaw Peak with Bunny. She clearly had knowledge at this point of the lifesaving surgery. Mike Ferrera from Squaw Peak had obviously been in contact. It felt like she was doing damage control. I didn't want to talk to her. Why would I? To hear more B.S. form her? Pat tells her Good Bye.

She calls again the next morning! Dr. Blom certainly has an interest in Bunny all of a sudden? I have nothing more to say to her. She and the entire staff made an extremely upsetting and emotional situation, even worse. My dog was sick and needed help. What we needed was support, empathy and guidance. We trusted that this clinic would care for Bunny. We trusted the Doctors would act like professionals and do what they took an OATH to do. **To do no harm!**

Instead they did something so horrendous my dog almost died.. I didn't want to talk to her. Why would I want to listen to more lies. I'd already been told:

Dr. Radlinsky said everything went fine, nothing unusual. Yet 4 days later, Mike Ferrera from Squaw Peak is trying to save Bunny's life? Because we come to find out she's **careless and operates with a perforated glove!**

Dr. Bigham claims an AFAST ultra sound scan was done. But the images and reports were **tossed** because **they aren't'** required to keep them! Wrong, the report is **missing because** it would show Bunny's **uterus wasn't large enough to warrant** that size incision!

Dr. Radlinsky had a perforated glove. There is no question. I'm later sent a cropped picture of Bunny's uterus and accidently the original uncropped picture of her uterus!

Dr. Radlinsky and **Dr. Blom conspired to cover up** the blunder. **They cropped** the perforation off **the photo**, and sent to me. They were calculated in their cover up. The emergency crew had the routine down. Everything started to make sense. **All 3 Drs know exactly what happened!** I have a few scenarios that keep going around in my head; All of which nearly cost my dog her life and still could.

The records I eventually received were both incomplete and altered.

I see an abundance of entries for Hydromorphone. The number of doses recorded far exceeds what is called for.

I see 4 or 5 different initials on the different entries of Hydro morphine. Red flags a plenty going off.. Was everyone on duty that night dipping in the meds and did that cause carelessness?

I see gaps in the surgery flow sheet. Gaps that leave my dog unsupervised.

I compare the different time lines, and nothing makes sense.

I see my dogs temperature dropping 10 degrees below the norm on the operating table, and not even being given a blanket. Her temperature Post surgery was so low it was critical. Still she wasn't given supplemental heat. She was just left to be cold.

I see a uterus that doesn't warrant a 10" incision. I see a blood filled tray that has a HUGE amount of blood. The amount of blood is shockingly large. That volume of blood is seen with a laceration.

And then when I finally get the pictures or Bunny's uterus, I requested, 5 days later! (I still haven't gotten the reports and images from the AFAST scan, as requested at this point) What's interesting is the image that I finally get is sent by Dr.

Radlinsky was first sent by her to Dr. Blom and then Dr. Blom sent it back to Dr. Radlinsky , before Dr. Radlinsky sent to me. Very suspicious!

First it's email to Dr. Blom:

From: MaryAnn Radlinsky, DVM, MS, DACVS Sent: Wednesday, May 17, 2017 11:59 AM To: Carly Blom, DVM < CBlom@vetmedaz.com>

Then from Blom back to Radlinsky:

From: Carly Blom, DVM

Sent: Thursday, May 18, 2017 5:30 PM To: MaryAnn Radlinsky, DVM, MS, DACVS

And finally to me:

FW: 🏲

From MaryAnn Radlinsky, DVM, MS, DACVS MRadlinsky@vetmedaz.com

hide details

Thu, May 18, 2017 5:33 pm

To Valorgoldens Valorgoldens@aol.com

show image slideshow

Here is an image of Bunny's uterus prior to removal.

Please let me know if there is anything else we can do for you, we'll send records in the near future, but I'll keep you updated on the pathology and culture results!

Sincerely, Dr. Rad

Sent in May 18th' email at 5:33



9 days AFTER I requested ALL Documents and photo's, I receive an email containing a zip drive. It contains only SOME of the pertinent paperwork asked for, but it DOES show the original gloved hand, UNCROPPED WITH A LARGE PERFORATION!

Documents from VETMED for Patient: Bunny (68861), Client: Barbara Thornberry ▶

Wed, May 24, 2017 10:15 am



囗

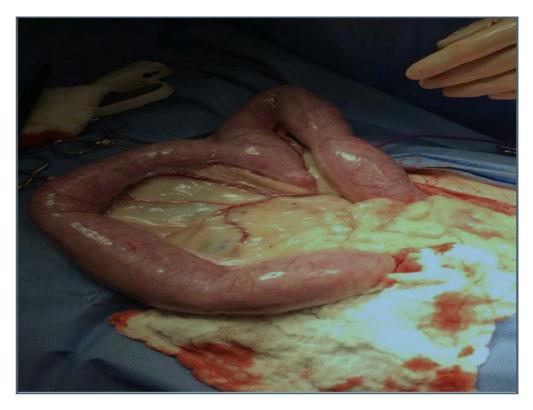
From vetmedaz vetmedaz@vetmedaz.com

hide details A

To Valorgoldens Valorgoldens@aol.com

Bunny-68861.pdf (6 KB)

Reports Bunny 68861 [Barbara T...zip (2.3 MB)





What's is even more **confirmatory of a cover up** is **Not getting pictures at discharged?** When Im told they are there?

Not getting any of the pertinent paper work at discharge I asked for?

I don't know exactly what happened to my sweet girl who is still here with me, fighting for her life, and we may never know. But one thing I am 100 percent sure of and that is: Something went terribly wrong that night and there is a cover up.

Not only with Bunny but I feel that this type of thing has happened before. They are too at ease and sure of each other's loyalty with keeping each other's secrets. They are like a well-oiled machines. Knowing exactly what to do and say for each other.

I have a laundry list of evidence which I believe proves malpractice of the worst kind.

I am Bunny's only voice. She may still die if this nasty Pseudomonas (Aeruginos) comes back or she could develop complications from scar tissue or rejection, that ultimately may take her life, too soon. Only time will tell.

Bunny has a pedigree FULL of health and longevity. At this point in my breeding career, she is the single most important dog I've bred. Her Sire and Dam were hand picked 10 years ago, because of the health and longevity they brought with them. Since her birth, I've lived with the excitement I'd finally get a dog to live a good long life. Not just the 10 or 11 years we now see. I was confident she'd be by my side, for at least 15 years. A rarity these days.

Those Drs. are thieves, robbers! They've stolen that from me and then they lied about it. I've been robbed of Bunny's most glorious geriatric years. I am completely devastated. I cherish my dogs, but especially cherish the white-faced seniors. She has destroyed my hopes with this dog. I'll never know how long she would have lived naturally. Shame on all of them.

They owe a complete refund of the services from that day and the cleanup surgery performed by Dr. Mike Ferrera at Squaw Peak 4 days later. NO Question about it.

Barbara Thornberry statement