REVIEWS COPIED FROM YELP.COM

Brenna B.
Dallas, TX
May 20, 2026
Receptionist was so Rude!!
I walked in to ask a few questions regarding my dog. I did not have my dog with me. I had a few pictures of his looked like severe skin irritation. Long story longer .. she was rude and not at all helpful. Your clinic lost a customer due to front desk. Date & time 05/20 approx 4:15 pm
I had a hard time pressing one star.
.....today 5/22 after receiving a feedback from my review. That's it..
Meant nothing.. Geez people
It's IMPORTANT to read reviews before visiting these places.. I didn't because I had used this business a few years ago, and just stopped by.
BIG mistake.. I do hope they try Harder to find someone with compassion. After all that's the first impression you get when walking in any type of business.
I will definitely warn my neighbors and friends to Beware of this place..
I will now let it go.. but my goodness it was an upsetting visit.

********** **Clovis H.**
Princeton, TX
Mar 7, 2026
We inherited Club Hill Animal Clinic when our wonderful veterinarian retired and they purchased his practice. Since they had all our dogs records, we decided to give them a try. They were fine for annual checkups, shots, and prescription renewals. Then our beloved Maggie got sick and had a small lump appear on her neck. We took her to Club Hill and they said they needed to do x-rays and other tests to see what the problem was. They did an x-ray, bloodwork, and a Fine-needle aspiration. They told us that they would consult a radiologist, and a pathologist and call us as soon as they had the results from those and the bloodwork. This all happened on Friday, February 20, 2026.

On Tuesday, February 24th we had not heard anything from the vet and called to see what they knew. The lady that answered the phone told us, rather rudely, that it would take 7 to 10 business days and they would call when they knew something. By Wednesday the 25th the knot, that was about golf ball size, was now the size of a small orange. I called Club Hill back and told them I needed to know something and needed to talk to the vet. We were told that he was in surgery and would call when he could. The vet finally called back and all he said was all the test and x-rays ($738.00) were inconclusive, and they had consulted a surgeon and the recommendation was to perform surgery to remove the knot and see what it was.

We decided we needed a second opinion, so we took Maggie to my brother's vet in Plano. By the time we got to the vet's office they had gotten the x-rays from Club Hill and said they needed to do another Fine-needle aspiration. The vet told us that he was concerned it was lymphoma. About 30 minutes the vet returned with the test results and said it was lymphoma.

The lymphoma was very aggressive and 6 days later our beloved Maggie crossed the rainbow bridge.

We can't recommend Club Hill Animal Clinic for anything but annual checkups and shots, if your pet has any other problems I would look for someone else.

Ann W.
Garland, TX
May 20, 2026
Updated review
When Dr. Jan ran this clinic, I couldn't say anything but wonderful things about it; she took care of all my fur babies for years. Since she retired and the clinic was taken over by others, I can't even get answers. I have requested information on routine costs several times no one ever gets back to me. They spent a lot of money remodeling and I guess they need to recoup it if they can't even publish standard rate information. I'm currently looking for a new vet.

- ********** Laurie H.**
  Dallas, TX
  May 28, 2026
  I do not understand WHY they are not shut down.....The so called vet of this clinic choked and strangled my dog. His neck was broke and his air way cut off. He was dead when we got him back. It is obvious this clinic is below standards.
  Have had many dogs and cats. in my life time never had one die due to the mishandling of one. By a vet.
  I am leaving a zero star I suggest this do not take your pet to this clinic.

- **Scott S.**
  San Francisco, CA
  Mar 24, 2026
  Updated review
  This clinic should not be trusted to be ethical with your pets care. The receptionist is the rudest person they could find for that job. They do NOT show care or compassion for your pet. All they try to do is recommend useless test that are unnecessary and cost hundreds of dollars. After wich th we they do they do t even give a diagnosis. They do t clearly explain the pricing or nessecity of the test or even what they are for. I had such an aweful experience with them I reported them to the BBB. Please don't trust your pets with these uncaring scam artist
  Mar 18, 2026**Previous review**
  This place takes advantage of their clients lack of knowledge and worries for their pets. O heard them recommending the same test to multiple clients while I was there. I waited 30 minutes or more in a room with no contact from any staff. They did multiple unless expensive test that had nothing to do with the problem. I felt rushed to agree with the testing and did t get a clear understanding from staff on the reasoning. They said oh your dog has arthritis, clearly wrong I went to a different vet and found out without all the useless test they preformed that it's not arthritis my dog has a brain tumor. Don't trust your pets diagnosis from here, or get tucked into a money trap

Tanis D.
Dallas, TX
Feb 22, 2026
I used to take my previous pet to Club Hill animal clinic when Dr. Jan was there. Thought about taking my Yorkie there now but have changed my mind after reading so many terrible reviews. So sad. As for receptionists- they can be such heartless and thoughtless individuals.

- **Abby M.**
  East Dallas, Dallas, TX
  Feb 27, 2023
  I used to love this clinic when Dr. Dewitt was there! However, the new Doctor/management/whatever is absolutely terrible. My labradoodle went in for an ear infection. I asked that in addition to his prescription, that his inner ear hair be removed since they have special equipment for that. I also asked for a nail trim. First, they took him in the back for examination. That has NEVER happened to me before. Why do you need to take my dog out of my sight to swab his ear?
  Then, they returned and said he was combative when taking the hair from his ear. My dog will let you do ANYTHING to him. He has never had any negative reaction to anyone touching him EVER. I was told I needed to take him to a groomer to have this completed; but I was still charged for the hair removal. His ears were also not any cleaner than when I arrived.

  I have since bought the equipment myself and just like I said- he has no issue with his ear hair being pulled out. OR HIS EARS BEING CLEANED. I even tested this out with multiple people (I let them rub a cotton ball in his ear), and there was never any sign that he was uncomfortable. It's clear that the employees just didn't want to do their job. And since they weren't in front of me when it happened- I couldn't prove it.

  Later they tried to charge me for the nail trim without actually doing it. I had to ask a second time before someone actually did anything.

  I will NEVER return to this clinic now that Dr. Dewitt is gone. The lack of transparency is extremely alarming. I sincerely hope this review influences someone to try another clinic. If they're willing to lie about a routine ear cleaning- what else are they willing to do?

- **Jeremy B.**
  San Francisco, CA
  Jun 29, 2025
  The absolute worst experience I've ever had at a veterinary clinic. Arrived at 2:07 left at 3:09 and no one ever came in to check on us... No one came in to get my dog the shots that I came for. Totally ignored never going back I don't suggest you do either. If I can leave zero Stars I would

  Teresa L.
  Dallas, TX
  Jul 13, 2023
  I just got my dog's annual check and he had an allergy problem. I wasn't aware the clinic had been sold. I am a client for over 30 years of Dr Jan. Finest vet I have ever encountered, by far. More than friendly and helpful staff, historically.

  I asked the price of the visit and was told $150. When I checked out I was charged $320. | immediately pointed out there was a mistake and the gal checking me out said my dogs routine check up and shots were $150 and the allergy shot was an additional $170. If someone is asking the cost of a service, they want the whole cost. VERY deceptive. Then I am given a rabies tag with the wrong phone number etched and when I go back to pick it up today I had to pay $5. I told them I shouldn't have to pay for their mistake. Brianna G. didn't care at all when I said I wouldn't be returning, just smiled and said in a happy voice "it's only $5 and your choice not to return. The allergy shot did not work as well, her response to that was "the allergy shots don't always work for all dogs" For $170 shot, maybe you should mention that.

Let me over charge the vet (owner), make him pay $5 for my mistake and give him $170 shot for his animal that doesn't work. He should absolutely love his business model!!

Don't wonder what happened to your client base. In the big picture you need the clientele that Dr Jan built. A successful veterinarian office requires more than a medical degree on the wall. Unethical business practices, high prices and staff with poor attitudes are not a business model that survives.

Couldn't be more different than
Dr Jan's medical and business practices were.

Jenny N.
Dallas, TX
Oct 19, 2024
Dr. Yokananth Sekar did an excellent job on dental & a cyst removal surgery for my old 13 year old miniature schnauzer. I feared sedating her due to her past bad experience with sedation that caused coughing for several months and snoring forever after that. My pet pulled through this surgery with flying colors and absolutely NO COMPLICATIONS. Also, my pet had an ongoing ear problem with bacteria infections for years. She would scratch her ear to the point of injurying it. Recently this doctor did a clean out procedure that has helped her tremendously. Thank God for this veterinarian and a fantastic caring staff.

Jackie S.
Garden Grove, CA
Jun 2, 2024
This place is unbelievable!! Do not come here!

After being a customer for many years, it's really upsetting when you really have a true emergency and they don't help you out at ALL. Or don't even find a way to hear you out.

I took my dog in, since she was vomiting foamy and had diarrhea. As soon as I walk in the first thing, the girl on the front desk tells me, it's by appointment only. Keep in mind this is on a Sunday noon, when they close at 4PM.

I find it funny because they promote so much sending emails out and stating that they are now open on Sunday for "URGENT CARE visits" but yet it's by "appointment only"
I would understand if I was just taking her in for some vaccines or something but not when you're having a real emergency and you're panicking because something is wrong with your pet.

If you are going to be open Sundays, please don't state. It's urgent care and state on the flyer or email that it's by appointment Only that way people don't waste their time.

I will definitely not be making any more business with them!!

It's sad after being here for so many years it's come to an end because of new ownership/staff!

Bob M.
San Francisco, CA
Apr 9, 2025
Worst of the worst. Waited in a room with no contact for over an hour. Place is filthy and the staff treated me and my dog very rudely. I would not come back if this were the last place on earth.

********** **Jennifer W.**
Mesquite, TX
Aug 6, 2024
I had an absolutely terrible experience at this vet clinic. I was in a rush to find a vet on a Sunday because my dog was not acting herself, and my immediate thought was that she was dying. If I hadn't been in such a hurry, I would have read the previous reviews and known that I made a mistake taking my dog to this clinic. I will never forgive myself for that.

When I arrived, I described what I saw and felt to the receptionist, but the staff's primary concern seemed to be how much money they could get out of me. The vet never looked at me while speaking, even after I explained that she was my dog and not my mother's. I fully believe that the four people in the room knew my dog was dying, yet they were more focused on monetary gain.

They gave my dog an IV and clipped her nails, and she died on the way home after I was told to start her on $150 worth of medication. If that wasn't traumatic enough, I brought my dog back to the clinic for cremation the same day. The next day, almost exactly 24 hours after our visit, the receptionist called to ask how my dog was doing. I was in shock that such a mistake could be made, considering they knew my dog had died 20 minutes after leaving their office. She might have even died the minute I got down the street.

I told the receptionist that my dog had died and that I had brought her back the same day for cremation services. We ended the call, but she called me back one minute later to ask about my other dog again (they did nothing for), showing a complete lack of awareness and sensitivity.

Shame on everyone in that office. From the reviews I've seen and their own employees' reviews, it's clear the people who work here are terrible. I pray every day that karma clings to them and inflicts the same pain and trauma they have inflicted not only on the pets but the owners as well. Read all the comments before taking your fuzzy family member here. They are only concerned about money, not the oaths they took.

C W.
Downtown, Dallas, TX
Jun 14, 2023
This place has gone downhill since Dr. DeWitt retired. She was absolutely the BEST! A vet you didn't mind waiting for because she was that good.

The new owners have increased prices for services and medications. You can also expect to wait several hours even with an appointment.
The most obscene action is that even though their website indicates "emergency walk-ins" that is not true.
Save your time and money for another vet service.

DAVID P.
Garland, TX
May 11, 2023
9 years going here and Dr. DeWitt a wonderful caring vet then it was sold. What a stark contrast. Day to night. Wanted a allergy shot of cytopoint and it doubled in price to 165.00. Wanted a refill of Heart guard and I missed a month and was told I would have to come in for an appt. and a heartworm test. Heart worms have a 6 to 8 week gestation period, really. I asked about my second dog and was told he was never seen here and needed to come in for another appt. Run from this dungeon of horrors.

********** **Debra O.**
Santa Fe Springs, CA
Mar 6, 2025
This that almost killed my dog, took her in because she was picking up kennel cough. She was a rescue from the shelter.. they probed gave her shots injected her with stuff said she had a positive test because there was a light line on Parvo text (very faint) She was anemic and she left her traumatized and sick physically sick like pooping blood and everything ended up having to take her to the urgent care, they looked at the paperwork they gave me from the other place and said she does not have. She does not have an anemic blood count so they had to redo all they had to undo actually all of the stuff that the other one did and she's OK now she's OK. If I had listened to the first Vet and everything they were lying about and telling me and charging me money for she would've died so I'm just leaving this out there please please be very careful if you take your pets to veterinarian office they're in for the money, not for the wellness of the animal and I can't believe that they made my dog and she was a puppy suffer through all of that

********** **Rissa L.**
Downtown, Dallas, TX
Dec 29, 2023
I've been taking all of my pets her since I was born practically. I miss the old doctor that owned the vet she was so helpful and kind I was happy to see her even on sad terms just due to the fact I knew she would do her best to take care of of my baby.
Since she's retired the new doctor has stopped selling the affordable flee medicine for my pets and has doubled everything in price.
Thankfully I haven't experienced the other employees neglecting their duties due to some of the adoring my dogs. But I did have times where I'd ask for the price on specific things and after I heard the receptionist make it known that they gave me a specific price to stick with.
Another issue I've had is where, when he started working there he met my animals and had the chance to help work with them and dr.Dewit after she retired I had to make 3-6 appointments for each of my dogs so that he could meet them and what not.
I've also noticed how the new doctor doesn't seem to care about our pets and cannot communicate properly to his patients

Sadly I recently lost my cat 2 weeks after being told that she had ACCUTE kidney failure (which is treatable if caught early and it was) along with her having gingivitis. I was told she needed to have a dental cleaning so they took her to the back and I assumed they were doing what they recommended. I was charged for it even but it was clear as day she didn't have any sort of cleaning done; due to the fact after one week she started having trouble even opening her mouth I planned to take her to the vet again the day after Christmas instead I had to take her to the emergency vet and was told she was having renal failure and had lacerations on her gums

so I got the emergency vets clinic and had to take her there last Tuesday instead of club hill

I'm not one to bad mouth people but I don't recommend anyone bringing their pet here
Please do go through others reviews and see all the stuff the new owner has done and change

John A.
Dallas, TX
May 24, 2023
Jan is gone. Too bad. Very, Very TOO BAD. I needed to renew my Triflexis perscription, and was told over the phone that I would need to meet the new vet in order to renew. the call was short and terse, but I overlooked it. Anyway, I was OK with them wanting to see my dog before renewing, and I wanted to meet the new vet anyway.
I get to the newly spruced up office. Angry and agressive techs are there to greet me. Things get weird immediately, so I ask to see the new Vet before I get into anything with them because this visit is now going to cost me about $400: tests I don't need, cost of the Well Check up, the now almost double cost of the medication. Well, turns out there wasn't any vet there, and there wasn't an office manager there either. So get this -- I am here because I was told that I need to meet the vet before I can get a script renewal, and the vet is not there. Someone who isn't really in charge comes from the back, and it's more of the same. I ask to speak with this person in private so that I don't have to watch the angry agressive Tech fume and go from blue to purple as I tell this non-manager how terrible I am being treated and that I was never coming back. Why would I leave my pet here? They'd probably take it out on him! They wanted to agrue with me and tell me what's wrong with me not liking the way I was being treated. And they told me it was OK with them that I am never coming back. Read some of the other recent reviews if you want more desciption of who is running the place. It's all true.
If you love your pet, I strongly suggest that you NEVER go anywhere NEAR THIS PLACE! If they treat people here this bad, I can only imagine how they treat the animals.

********** **Sondra G.**
Garland, TX
Sep 29, 2023
New Doc took my Maggie off Phenobarbital that Dr Jan put her on for seizures. She passed shortly after

Shelby T.
Garland, TX
Jan 23, 2023
Let me start by saying that this was a WONDERFUL vets office UNTIL Jan left and I took my cat there for years and knew so many people that did as well. Now that the new owner has taken over it is HORRIBLE. All he wants to do is pump your animal with more meds instead of taking the time to figure out what the problem is. My cat was sick for months and every time I took him up there or called they just suggested more meds. Then finally when I demanded he be seen the doctor was rude and would not listen to me when I knew what was going on with MY animal. I left with no treatment and was told "don't ever come back" even though you can barely understand what he is saying!!! A lot of people I know have left since Jan left. That doctor has NO BEDSIDE MANNOR and does not know how to treat customers or animals. I wish I could do no stars!!!!

Donna B.
Rowlett, TX
Sep 5, 2022
We have be using Dr. DeWitt since she started practicing years ago. I can not say enough positive things about she and her clinic. We have had many pets that she has taken care of over the past 30 years. One occasion, she even went to the clinic at midnight to care for our pet. It would be hard to find a BETTER veterinarian than Dr. DeWitt! WE LOVE HER!

Traci T.
Sunnyvale, TX
Nov 9, 2022
I've been taking my pets to club hill animal clinic over 20 years. Jan Dewitt was the best veterinarian in town. She sold her business and boy how things have gone down hill. I called to make my dog an appt for a growth on her foot. The receptionist Frances told me I couldn't be seen for 2 and 1/2 weeks. I said ok. She replied, "you gonna wait that long? You need to find another vet!" I was confused because I was ok waiting 2 1/2 weeks. With Frances being so hostile with me I called back later that day. What do
You know?? I was able to get in the next day!!!????
When I arrived frances met me with a hostile behavior. Not like she was just in a bad mood but more like she was ready to punch me in the face. She yelled and screamed at me while I was waiting to be seen. I asked her what her name was and she stood up and screamed " F-R-A-N-C-E-S!!!! And there's no I in my name!!!!" I then questioned why she had a problem with me? We finally got to the exam room and she Slammed the door after putting me and my dog into the room. Any info she needed from me was yelled to me across the room. I had to leave my dog there for a biopsy. I was extremely worried if Frances would do
Something to harm her while I was gone. My dog came back ok but traumatized, prob. because of the procedure. I don't know the going rate but this biopsy cost me $765.00
I used to
Love this place but if you are reading all the recent reviews my latest experience was horrible and I will not go
Back. I hope Jan Dewitt decides to come back to
Another location and gives us the quality care we were used to.

Julie J.
Garland, TX
Mar 15, 2023
I was a loyal customer for years. Dr. Jan retired & I thought I would give the new Vet a chance. Dr. Kim said they were taking my dog for blood work & when they brought him back to me he was shaved all over his body. I told her this is a service dog who has to go to work & restaurants with me. She should have examined him in the room with me & got my permission. She states she shaved him for the skin infection. I asked if she had done an analysis of his skin? NO she had not. Then how would she know it was a infection? I then ask her about his kidneys cause Dr. Jan had him on a KD dog food. She did not read his pryer chart at all & didn't know about his health issues. They told me the bill for this service b4, then when I checked out it was $200 more. I have to go out of the country in a month & I don't think they will let him thru customs he looks terrible. I have never had a Vet treat my dog in another room & not tell me what they are doing.

REVIEWS ON GOOGLE

michelle hudson
a month ago
This veterinary practice was taken over by new owners when the last vet Dr. Dewitt retired. We have not had good experiences since the practice was taken over. Prices seem to have increased dramatically, and the doctors are definitely less personable and spend very little their patients. Dr appointments are rushed with very little time given for examination and the front office staff members are rude. Dr. Sekar spent very little time with us and we have find this to be the case at numerous appointments. After 15 years of going here, we will not be back.

M ********* Marisol Victoriano
a month ago
Took my dog few days ago and passed away the next day . Took him still responding to our voices and eating and drinking water. Doctor charged us almost $1,500 for blood work and medication. Told us it was severe arthritis in his hip. Sedated him to perform X-rays and when we picked him up he was lifeless. He didn't sleep with the sedation so doctor said he would take him to the back and use gas on him. Got him home and he was crying in pain. Worst then when we brought him in. Should've seen the reviews before I brought him here. Got him home Sunday night and passed away Monday night. Did not eat or drink any water anymore. Don't known what happened behind doors. Didn't even sleep and or close his eyes at all. Weird. He was just eating and drinking water hours before he took him. Will get lawyer involved. Don't bring your pets here please don't unless you want to see something catastrophic happen. Only reason I brought him here was because his doctor was closed on Sunday and I did not want to wait as I wanted him checked asap. On top of that my dog wasn't even taking the medication that was giving to us.

A ******** Ann O
7 months ago
I thought I had a good experience when I came in about a week ago, but I brought in a stray cat for a wellness exam and was told that he was in good health and about 6-7 years old. Later I find out that he belongs to someone and is nearly 20! And blind! I also had to wait a long time. When I thought I was being given accurate services I didn't mind this, but now I feel frustrated with having been given inaccurate information. I also didn't receive a printout of test results that I paid for, only an invoice. Everyone I interacted with was very nice, but it was an eye opening experience.

Y Yuliana Zapata
6 months ago
Although the staff was nice I am very disappointed at this miscommunication of pricing. The vet came in and told me it would be $350, then came back later to tell me my dog suddenly needed more shots injected. And my cost ended up almost $700. That is just greedy. The vet doesn't offer a clear breakdown of everything additional they charge you up until you've paid. Although they ask you if you're okay with it, they don't emphasize

what additional charges are for. The vet told me he would be running a blood test, which ended up coming out to three different charges for “a blood test”. Communicating that you will be getting charged three different times rather than saying for one overall blood test, would have been very appreciated. It’s not easy to drop almost 1k on a pet, but unfortunately vets don’t understand that. I would definitely recommend asking for clear breakdowns before making any payments.

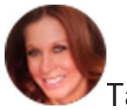

********** Megan McGrew
Edited 2 years ago
*UPDATE- the clinic’s response to my review should tell you everything you need to know. They didn’t take any ownership for the treatment of my dog. I didn’t fabricate or embellish any of my story. My dog has had both cotton balls AND swabs in his ears with no issues. And if you think the dog may react better with the owner in the room, why not try that out before telling me it wasn’t able to be completed??? Call my critique of the staff inflammatory all you want, I’ve found a better clinic and everyone else should too! I used to love this clinic when Dr. Dewitt was there! However, the new Doctor/management/whatever is absolutely terrible. My labradoodle went in for an ear infection. I asked that in addition to his prescription, that his inner ear hair be removed since they have special equipment for that. I also asked for a nail trim. First, they took him in the back for examination. That has NEVER happened to me before. Why do you need to take my dog out of my sight to swab his ear? Then, they returned and said he was combative when taking the hair from his ear. My dog will let you do ANYTHING to him. He has never had any negative reaction to anyone touching him EVER. I was told I needed to take him to a groomer to have this completed; but I was still charged for the hair removal. His ears were also not any cleaner than when I arrived. I have since bought the equipment myself and just like I said- he has no issue with his ear hair being pulled out. OR HIS EARS BEING CLEANED. I even tested this out with multiple people (I let them rub a cotton ball in his ear), and there was never any sign that he was uncomfortable. It’s clear that the employees just didn’t want to do their job. And since they weren’t in front of me when it happened- I couldn’t prove it. Later they tried to charge me for the nail trim without actually doing it. I had to ask a second time before someone actually did anything. I will NEVER return to this clinic now that Dr. Dewitt is gone. The lack of transparency is extremely alarming. I sincerely hope this review influences someone to try another clinic. If they’re willing to lie about a routine ear cleaning- what else are they willing to do? Picture of my sweet boy to brighten this review.


Sakriya Baral
5 months ago
The tall heavyset receptionist at the front desk this morning was condescending and rude. I don’t care how good the vets are if your receptionist has no manners. Will never take my pets back to this place ever again.


Duyen Nguyen

year ago

Recently moved in the area. Tried this clinic as it was the closest to me. We enjoyed the provider Jonathon was great. Vet techs too! However, the front desk staff were awful. I never experienced this before but we were not happy with the service. The girl at the front scanned my previous vet paperwork and it got destroyed in the machine. It wouldn't have been a big deal if she just told us but didn't even mention it until I asked. She was pretty rude about explaining our charges and she kept confusing our pets. Even in the paperwork I received, she mixed up the pets that needed to come in for a follow-up a few times after we corrected her for it to still be wrong when I got the email on my way home. Not only that, we waited 45 mins for a scheduled appointment.


Tammy Bennett

a year ago

I have been going to Club Hill over 8 years and totally loved Dr. Dewitt, however ever since the change in management I can't stand going there the front desk ladies are rude and dismissive. The doctor is never available and the prices are extremely high. Today I finally had to get my babies records and move from this toxic environment.


oliver macarthur

10 months ago

Went in to see if they could reverse my dogs urethral prolapse. The veterinarian didnt even touch my dog. He was super cold in the room. Expressing no emotions whatsoever. The front ladies expressed no interest in being there whatsoever and got a little frustrated with me when I came in. These people are money hungry. If you have an emergency, dont come here. I recommend MedVet.


****** Asra Khan

10 months ago

Do NOT go to this pet hospital. I took my cat here for blood work, but they never called me with the results. When I followed up, I found out they had actually lost them. The doctors and assistants were kind and gentle with my cat, but overall I had a very bad experience with their handling of important matters.


Nick Page

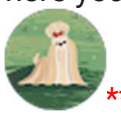
7 months ago

needed help and the operator working at 10:40am on november 23 answered and immediately hung up. great look for your business...


******** Tommy White

10 months ago

If you are thinking of taking your pet here DON’T. Turn and run as fast as you can away from here. This is the most horrible animal clinic, worst business in all of Texas. They have no business taking care of animals. All I can say is if you take your beloved pet here you WILL regret it. This place should be shut down permanently.



********** Faby A

a year ago

I am absolutely heartbroken and furious about the treatment my dog received at Club Hill Animal Clinic in Garland, which was recommended to me by Country Brook Veterinary. My dog had been vomiting for a couple of days, and when I brought him in, I trusted Country Brook's referral. Initially, they diagnosed my dog with pancreatitis and renal failure, and their plan was to treat the pancreatitis first and then address the kidney issues. However, when my dog was taken to the back, he was visibly shaken, and upon his return, he could barely move. His chest had turned red and purple, and his tongue began to turn black. I knew something was terribly wrong and took him back to the clinic, only to be told by the head veterinarian that my dog was showing signs of poisoning, which was the cause of the blackened tongue and kidney failure. Sadly, the only option left was to euthanize my dog to end his suffering. I am devastated by the outcome and deeply regret ever taking my pet to Club Hill Animal Clinic. It’s clear to me that their focus was not on my dog’s well-being but rather on money, as they provided no explanation for the rapid deterioration of his health. I urge others to avoid this place at all costs. No pet owner should have to go through the emotional pain and regret I now carry. Stay away from this clinic, as they clearly do not prioritize the care and safety of animals.



********** Jennifer

I had an absolutely terrible experience at this vet clinic. I was in a rush to find a vet on a Sunday because my dog was not acting herself, and my immediate thought was that she was dying. If I hadn't been in such a hurry, I would have read the previous reviews and known that I made a mistake taking my dog to this clinic. I will never forgive myself for that. When I arrived, I described what I saw and felt to the receptionist, but the staff's primary concern seemed to be how much money they could get out of me. The vet never looked at me while speaking, even after I explained that she was my dog and not my mother's. I fully believe that the four people in the room knew my dog was dying, yet they were more focused on monetary gain. They gave my dog an IV and clipped her nails, and she died on the way home after I was told to start her on $150 worth of medication. If that wasn't traumatic enough, I brought my dog back to the clinic for cremation the same day. The next day, almost exactly 24 hours after our visit, the receptionist called to ask how my dog was doing. I was in shock that such a mistake could be made, considering they knew my dog had died 20 minutes after leaving their office. She might have even died the minute I got down the street. I told the receptionist that my dog had died and that I had brought her back the same day for cremation services. We ended the call, but she called me back one minute later to ask about my dog again, showing a complete lack of awareness and sensitivity. Shame on everyone in that office. From the reviews I've seen and their own employees' reviews, it's clear the people who work here are terrible. I pray every day that karma clings to them and inflicts the same pain and trauma they have inflicted not only on the pets but the owners as

well. Read all the comments before taking your fuzzy family member here. They are only concerned about money, not the oaths they took.



********** Tonnino Anthony

2 years ago

This clinic is the worst ever. They will give your pet the wrong medication. So called doctor gave my cat the wrong diagnosis and the wrong medication until it passed away several weeks ago. Receptionist and other personnel are rude and they don't care about your appointment. They live you out at the waiting area 1 to 2 hr even if you're on time. Save your pets and your loved ones. Don't go to this clinic. Bad, horrible, service, they're always rude, and always misdiagnose your pet to just sell you their wrong medication until your pet will met a dead end.



********** Felicia Hargraves

a year ago

I'm very disappointed in this place. The staff was friendly but the vet had me spending all that money on meds and gave me false hope that it would help my fur baby heart issues. She only got worse after we left. By 9:30pm she was gone. I left a message telling them that she was getting worse and the vet assistant called me the next day to check on her but it was too late. She said she would tell the doctor and have him reach out to me. Do you think I got a call from him? Not a one. And to think that I was thinking about making him her permanent vet.



Henry Lemus

2 years ago

I used to love this clinic,However, the new Doctor/management is absolutely terrible. About 3 weeks ago I took my dog for annual shots and I got charged almost $500. Now I took him in for a dental cleaning and they are charging me $200 per tooth remove aside the $535. That I already paying for cleaning his teas. Absolutely a reap off. I do not recommend this office anymore.



********** Heidi Correa

a year ago

Terrible clinic. We took my dog there for a urinary problem, and without warning, they sedated him, drained his urine, and less than an hour later, they returned him to us still sedated and unresponsive. They refused to provide any support for his recovery from the procedure, even though they were the experts. After a few hours at home, our dog died of respiratory failure. According to our research, it could have been a sedation overdose, as he wasn't responding to any stimuli when they asked us to take him home. Now they'll probably say they're sorry and that they did their best, which isn't true. I DO NOT RECOMMEND THIS CLINIC. Now the vet says they didn't sedate him, so how can

they drain a 12-year-old dog without any anesthesia, leaving him unresponsive, only breathing? And I should add that the woman at reception is very rude, as other people have mentioned in the reviews.

H ********** Hugo Hernandez
a year ago
My dog was returned to me in worse condition than when I brought him in, and they wanted to charge me more to remove his surgical stitches.

 Nohemí Sánchez
a year ago
If you love your pets, don't take them to this place.

 Landon Shipman
Edited a year ago
For nearly twenty years, this place was fantastic! But sadly, now that Dr. Jan isn't running things anymore, I just can't see myself going back. I knew it was under new management, but my little furball, Kingston needed to get checked out and his records were already there. He was limping from an injury, so I took him in. Now, I get it, it was a weekend, and I was expecting to pay a bit more for an emergency visit. But honestly, $417 felt like a lot. What really stung was that I got a second opinion the very next day for just $89, and they gave him way better care! They also failed to clip his nails for me, but they didn't forget to charge me for it. I was able to get them to refund me for that - but not before finally returning in person. The staff weren't exactly rude, but they definitely weren't warm and fuzzy either. I just didn't feel like they really cared or tried to make me or my little guy comfortable either. And the weirdest thing? They separated me from my pet for almost a whole hour because of a "technical issue" with their X-ray machine! Instead of letting me keep my scared little one close while they sorted it out, they told me to just leave and "go grab coffee or lunch." Seriously? If you're looking for a vet who'll make you feel like your fur babies are genuinely loved and cared for, you've gotta check out Dr. Charles at Kingsbridge Animal Clinic. They're the best!

These reviews were copied exactly as they were written by the actual poster

Zachary Lovelady on Google
Abby M. on Yelp
Feb 27th, 2023

I used to love this clinic when Dr. Dewitt was there! However, the new Doctor/management/whatever is absolutely terrible. My labradoodle went in for an ear infection. I asked that in addition to his prescription, that his inner ear hair be removed since they have special equipment for that. I also asked for a nail trim. First, they took him in the back for examination. That has NEVER happened to me before. Why do you need to take my dog out of my sight to swab his ear? Then, they returned and said he was combative when taking the hair from his ear. My dog will let you do ANYTHING to him. He has never had any negative reaction to anyone touching him EVER. I was told I needed to take him to a groomer to have this completed; but I was still charged for the hair removal. His ears were also not any cleaner than when I arrived. I have since bought the equipment myself and just like I said- he has no issue with his ear hair being pulled out. OR HIS EARS BEING CLEANED. I even tested this out with multiple people (I let them rub a cotton ball in his ear), and there was never any sign that he was uncomfortable. It's clear that the employees just didn't want to do their job. And since they weren't in front of me when it happened- I couldn't prove it. Later they tried to charge me for the nail trim without actually doing it. I had to ask a second time before someone actually did anything. I will NEVER return to this clinic now that Dr. Dewitt is gone. The lack of transparency is extremely alarming. I sincerely hope this review influences someone to try another clinic. If they're willing to lie about a routine ear cleaning- what else are they willing to do? Picture of my sweet boy to brighten this review.

Briana Lopez on Google
Mar 2nd, 2023

They had my cat picked up by the city pound at my house and didnt even bother to call and let us know why or what was going on. My little sister is going to be upset if she gets home and our cat isnt there. Im not bringing any of my pets back to this place. The staff has no idea whats going on when we called and said the doctor would call us back. Worst place

Megan McGrew on Google
Mar 4th, 2023

I used to love this clinic when Dr. Dewitt was there! However, the new Doctor/management/whatever is absolutely terrible. My labradoodle went in for an ear infection. I asked that in addition to his prescription, that his inner ear hair be removed since they have special equipment for that. I also asked for a nail trim. First, they took him in the back for examination. That has NEVER happened to me before. Why do you need to take my dog out of my sight to swab his ear?

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Picture of my sweet boy to brighten this review.

Julie J. on Yelp
Mar 15th, 2023

I was a loyal customer for years. Dr. Jan retired & I thought I would give the new Vet a chance. Dr. Kim said they were taking my dog for blood work & when they brought him back to me he was shaved all over his body. I told her this is a service dog who has to go to work & restaurants with me. She should have examined him in the room with me & got my permission. She states she shaved him for the skin infection. I asked if she had done an analysis of his skin? NO she had not. Then how would she know it was a infection? I then ask her about his kidneys cause Dr. Jan had him on a KD dog food. She did not read his pryer chart at all & didn't know about his health issues. They told me the bill for this service b4, then when I checked out it was $200 more. I have to go out of the country in a month & I don't think they will let him thru customs he looks terrible. I have never had a Vet treat my dog in another room & not tell me what they are doing.

Jasmin on Google
May 5th, 2023

DO NOT TAKE YOUR ANIMALS HERE. THE RECEPTIONIST MARIA WAS THE MOST RUDEST DURING AN EMERGENCY. I ALWAYS HAVE AN ISSUE WITH THEM HAVING THE WORST ATTITUDES WHEN THEY'RE JOB IS TO HELP!

AVOID THIS PLACE AT ALL COST , MARIA IS AN ABSOLUTE PIECE OF TRASH !!

********** **Janice Oleson** on Google
Jun 5th, 2023

Update: 6/3/2022 - Lisa, I don't have a problem with you or the vet techs.
It does amaze me that what you picked up on was that I was upset about the wait. I understand that vets, just like human docs, sometimes have things come up which cause them to be late. As you knew, based on your reply below, that things were behind, a courtesy heads-up when we checked in would have been nice.
My biggest complaint is the total lack of professionalism, compassion and dignity shown to my pet. You did not witness the nightmare unfolding. She was not given a sedative prior to being given the fatal drug so since she was standing, she gasped and fell to the floor. Dr. Kim did nothing to try and catch her. She just let her fall and then injected her with something else. The real kicker is that she walked out of the room, slamming the door behind her, without finishing.

You stated that the techs should have told us what to expect and how to make her comfortable. I've been through this before when Dr. DeWitt was there, so i know what I should have witnessed. Also, the signs in the room state that the techs are the ones responsible for restraining. Dr. Jiyoun never told us what she was injecting her with nor anything about what would happen. And, for some strange reason, no vet tech was in the room to assist. Any time I have been in prior, even when it was an appointment with a vet tech for shots, two people come into the room. I had nightmares about what I witnessed, the brief times I was able to sleep and my son and his wife were so traumatized they couldn't sleep.

My Charlotte didn't deserve to be treated so inhumanely, especially by the vet we mistakenly trusted.
Update: 6/2/2023 - If you need to have your pet euthanized and Dr. Kim Jiyoun is the vet - pick up your pet and RUN!

If I could leave zero stars, I would. Our precious dog had things wrong that couldn't be fixed so we chose to have her euthanized rather than letting her suffer.
Our appointment was at 5 and at 5:50 I had to poke my head out and ask the receptionist if they had forgotten about us. The vet finally came in after 6.

Our dog was standing and rather than putting her on the table where we had placed a blanket for her, or ask if we'd like to hold her, she injected her while standing. She immediately fell over and all Dr. Kim was worried about was getting the other two injections in. She never apologized and when my husband voiced his displeasure at Chatlotte's treatment, she stormed out and slammed the door - she didn't even check the vitals of our girl.
Maria, who is wonderful, came in and apologized. She said another vet tech could verify her death if we'd like and so Liz came in and finished.

As we left, badly shaken by the ordeal, Maria came outside and again apologized and assured us she would let the lead vet know about it.

Our sons take their dogs there but after this situation, they may not. And I paid good money for this atrocious service!!!

We've used Dr. Jan DeWitt with Club Hill Animal Clinic for over 25 years. They have always been compassionate and have treated our furbabies like family. When our princess had to undergo two weeks of treatment at the clinic, they fed her rotisserie chicken when she felt well enough to eat. When our first furbaby crossed the Rainbow Bridge, they made a donation in her name to the Dallas SPCA. Those acts of kindness are why I will always take my babies to Dr.

DeWitt and Club Hill Animal Clinic.

randall groves on Google
Jul 4th, 2023

Dr.Dewit is gone, how this place has such good reviews is from HER. This place has gone down fast, new vet is just about the money and not helping people... Sad to say after 16 years we will never go back here for our dogs or

cats.

Jason McElweenie on Google
Apr 6th, 2024

Waited 2 hours after being told multiple times it would be 20 minutes more. They told it would be 2 hours more. We left and went to UrgentVet in Richardson. In and out in 30 minutes.

Club Hill was dirty and sketchy. UrgentVet was clean and cared about customer service. Go there.