

★★★★★ by Robert Golden on 2017-03-31

The staff at Village Lakes Veterinary Hospital is always courteous and friendly, and Dr. Rubbert is always a pleasure to deal with. I would highly recommend this practice. I've been with Dr. Rubbert since the very beginning of his practice.

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★★★★★ by Elizabeth Martinez on 2017-06-22

Dr. Rubbert and his staff are always friendly, knowledgeable and compassionate. We always bring our three cats to Village Lakes Animal Hospital.

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★★★★★ by Serina Smith on 2017-06-12

I had been looking for a new vet to start out our 4 month old puppy with. I'm so glad I decided take the leap of faith and choose Village Lakes. Ella had a great first visit with the doctor and staff. The staff was very kind and knowledgeable and the doctor was just wonderful. You can see the love and compassion he has for animals and as any pet owner knows, that is so so important to us. We look forward to future visits.

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★★★★★ by Bill Haupt on 2017-06-07

excellent, I did not have to wait a long time to see the vet

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★★★★★ by Donna Gennarelli on 2017-05-28

Thank you to all staff,as always you helped get Waldo on the road to recovery.

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★★★★★ by Dan Mathis on 2017-05-19

Always a good experience. Office and exam rooms are clean, staff and Dr. Are friendly and professional.

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★★★★★ by Joseph Fiorella on 2017-05-12

Very professional fast service. The doctor was very efficient and honest. Highly recommended

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★★★★★ by Nathalie Sessoms on 2017-05-10

Friendly staff, Avery attentive to my dog.

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★★★★★ by Kevin Grace on 2017-05-06

Was able to get some of Gunny meds.which he started yesrlterday as instructed Will get his eye meds next week. Always happy with this vet.

NPS: N/A

★★★★★ by Stephen Kuwent on 2017-05-05

Courteous staff. Excellent Veterinarian. Very positive every time.

NPS:

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★★★★★ by Lynda Brady on 2017-05-03

We always have a wonderful experience at Village Lakes!

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★★★★★ by Elaine Allen on 2017-04-26

Dr. Rubbert and his team are very caring. They are always gentle with my guy and take good care of him.

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★★★★★ by Teresa Luongo on 2017-04-18

Awesome place. My puppy was happy and well kept.

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★★★★★ by Karen Beals on 2017-04-16

excellent rapport with the animals, and very skilled..

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★★★★★ by Anon on 2017-04-12

The staff and Dr. Rubbert are so friendly and took care of my dog very well.

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★★★★★ by Amarilis Almonte on 2017-04-10

My very visit and it was such a warm welcome by the staff and the Doctor. I want given great tips. For Bruno since he's a puppy of 9 weeks. I was very impressed. If you care about your pet this is truly good genuine service and treatment.

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★★★★★ by Anon on 2017-04-05

My experience was great, staff was great. Loved the Vet.

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★★★★★ by Jennifer Thornell on 2017-04-03

Friendly staff; welcoming; accomodating. Dr Rubert is great with his patients. Empathetic. Appreciate follow up calls after sick visits.

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★★★★★ by Luis Jimenez on 2017-03-20

Friendly staff and always treated like family

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★★★★★ by Luani Valz on 2017-03-17

Staff was friendly and professional.

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★★★★★ by Margaret Curtin on 2017-03-17

Always carving and professional.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Christine Sullivan on 2017-03-15

we always leave my dog Bailey at the vets and he is treated with love by the staff....He loves it.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Matthew Mauro on 2017-03-14

Very friendly, knowledgeable with questions.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Lara Torello on 2017-03-12

We took our puppy here for her first vet visit and had an excellent experience. All staff members were both extremely friendly and knowledgeable. Dr. Rubbert provided us with helpful advice and was patient with our many questions. We look forward to a positive relationship with Village Lakes Veterinary Hospital for many years to come.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-03-11

Great Doctor Patient experience except that after leaving your office I had a question about when to start the meds I was given for TJ and I could not get jin touch with you the office. And I truly felt that the fees were unnecessarily inflated. The office visit was \$65 (reasonable) and I walked out spending \$300. That makes it very difficult to be able to bring my dog into see the Vet at any time.

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★★★★★ by Anon on 2017-03-11

Personalized care, good communication and follow up.

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★★★★★ by Anon on 2017-03-10

Today we had to put our dog to sleep. The doctor and staff were extremely supportive and helpful. It made a sad day, bearable. Letty

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★★★★★ by Jessica Rosario on 2017-03-09

I am very happy with the excellent care my dog receives. They also provided wonderful care to my dogs first and only litter of three (3) puppies

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★★★★★ by Tim Goldy on 2017-03-08

Nola is a little skiddish, and at 172lbs she can be stubborn, but the staff was very helpful and managed to soothe her into the exam room.

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★★★★★ by Lori Gilmartin on 2017-02-25

Great staff! Friendly and took great care of my cat!

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★★★★★ by James Laracuenta on 2017-02-24

Staff was friendly and helpful from setting up our first appointment to the moment we walked out after the appointment. They were patient with our huge German Shepherd puppy who likes to jump. They were even patient with us, the inexperienced owners. We would definitely recommend friends and family, just as we were recommended.

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★★★★★ by Chris Babicke on 2017-02-22

The Vet and staff were very professional and pleasant. It was easy to get an appointment when I wanted it and there was almost no wait time in the office. The fees for service were reasonable as well. I would definitely recommend this practice.

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★★★★★ by Corinne Cummings on 2017-02-22

Once again, it was a great experience bringing both my cats. The vet and vet tech are pleasant and professional. Receptionist was very friendly. The visit was quick and efficient.

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★★★★★ by Rola Abdeh on 2017-02-17

Dr. Chris is amazing! I'm so happy to have him as our vet!

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★★★★★ by Anon on 2017-02-15

My visit with Village Lakes Veterinary Hospital was exceptional. The receptionist was very helpful. Although I only needed food for my kitty. I was extremely pleased with the way they were able to help me with my baby's needs. Thank you so much Kathy.

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★★★★★ by Anon on 2017-02-14

Excellent care, you don't have to wait long to be seen. A little more expensive than other veterinarians but worth it.

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★★★★★ by Roxanne Volpe-Laurora on 2017-02-05

We have been going to Village Lakes Veterinary Hospital since Dr. Rubbert took over the practice. The service provided have always been outstanding and our animals love him!

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★★★★★ by Steven Rose on 2017-02-03

Caring as always !!!

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★★★★★ by Elaine Allen on 2017-01-31

Dr. Rubbert and his staff are such caring people. They were very good with my senior German Shepherd who gets stressed out when he comes into the office.

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★★★★★ by Donna Gennarelli on 2017-01-29

As I work in Healthcare I only wish I would have the same wonderful experience on a human being level as I am fortunate to have with my family pet at Village Lakes. Thanks to Dr Rupert and Lisa as always much appreciate your time and efforts.

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★★★★★ by Ronnie Goldberg on 2017-01-22

Very good experience! Dr Rubbert is very caring and very competent. I highly recommend Village Lakes Veterinary Hospital

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★★★★★ by Roseline Hendriksen on 2017-01-17

I have been there for all my pets, love the service and the staff

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★★★★★ by Sally Roberts on 2017-01-17

We board our dog here and he always comes home happy and well cared for.

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★★★★★ by Rona Colton on 2017-01-06

Caring, compassionate and professional

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★★★★★ by Jim Crispi on 2016-12-31

They are courteous, quick and very accommodating.

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★☆☆☆☆ by Barbara Duncan on 2016-12-18

Always great

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★★★★★ by Marian Piazza on 2016-12-11

They are so friendly and kind appointments are easy to get overall a great doctor and great staff

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★★★★★ by Mary Porcu on 2016-12-07

Pleasant and caring staff and facility.

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★★★★★ by Suzanne Glass on 2016-12-06

We appreciate the kindness that was given to Avery, The personal interest in our pet makes the visit a very good experience We thank everyone

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★★★★★ by MaryAnn Eberling on 2016-11-19

amazing! as usual :)

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★★★★★ by Betty Price on 2016-11-08

I am happy to have Dr. Rubbert to take care of Lizzie. He makes me feel comfortable in his guidance for Lizzie's care. Betty Price

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★★★★★ by Holly Spinelli on 2016-11-08

What a friendly, kind, and welcoming environment. I wouldn't trust my dog with anyone else. Village Lakes Veterinary Hospital is top notch!

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★★★★★ by Jane Kimbrell on 2016-11-04

Everything was taken care of and I was able to make an appointment quickly. My cat had an issue which was cared for and now he is on the mend. Thank you!

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★★★★★ by Vera Doumanoff on 2016-10-30

Dr. Rubbert is very loving towards our cats. All the staff is very friendly and helpful whenever an issue comes up with their health. I trust them and would recommend them to all who have pets.

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★★★★★ by Mike Sasso on 2016-10-29

They are the best.

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★★★★★ by Colleen Antonion on 2016-10-25

Wonderful!

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★★★★★ by Anon on 2016-10-15

They always take such good care of their furry patients, whether boarding or during vet appointments. They are also very flexible with scheduling. Been bringing my beloved rescue dog here for over 6 years now and will continue to do so.

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★★★★★ by Kathy Presti on 2016-10-11

Everyone is very friendly and takes great care of my pets.

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★★★★★ by Jim Crispi on 2016-10-10

In my first visit to the clinic I experienced a very friendly atmosphere, accommodating, concerned and personable staff.

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★★★★★ by Lewis Oppenheim on 2016-10-08

Always great

NPS:

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★★★★★ by Regina Luhrssen on 2016-10-07

The doctor gave Gracie a great Check up and reassured me every thing was alright. The staff was great.

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★★★★★ by Laurie Keats on 2016-10-05

Staff are awesome ! Gave us an immediate appointment and , like always , took excellent care of tank - thank you !!!

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★★★★★ by Edgar Tauber on 2016-09-30

Very friendly atmosphere. AAAAAAA+++++

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★★★★★ by Elaine Allen on 2016-09-30

Dr. Rubbert and Heather are a great team. They care about my dogs and are always gentle with them.

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★★★★★ by Travis Stuart on 2016-09-28

Awesome vet

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★★★★★ by Anon on 2016-09-23

Our dog is always treated well and we were able to make an appointment the same day.

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★★★★★ by Anon on 2016-09-23

Been coming here for 6 years now. Staff and doc are the best. And they take excellent care of boarder pets. Peace of mind when traveling is a given.

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★★★★★ by Frankie Tepedino on 2016-09-20

Very thorough, and professional .The entire staff were warm and comforting . Thank you...

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★★★★★ by Lee Bernardo on 2016-09-16

As always it is a pleasure bringing Tyler here. Even though Tyler doesn't like being at the vets office and wants to run out that door as fast as he can haha. Dr. Rubbert and the staff always takes great care of him.

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★★★★★ by Donald MacLeay on 2016-09-13

After my first visit with my new lab puppy I felt very comfortable. Very friendly and professional. However I felt a little pricey. But worth it for the best treatment for my new pup, Zelda.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Larry Rochester on 2016-09-09

It's been a few years that I taken my cat Thomas to the vet for his shot's and check up and he's very healthy for a 11 year old! Also I've added a new adopted cat to my family from <http://www.adoptapet.com/pet/15749888-walden-new-york-cat> and her name is Daisy and she's is very friendly and demands to be petted! Services from Village Lakes Veterinary Hospital is top notch with friendly smiles from the front desk, pet technicians to Doctor Chris! I am grateful that they are in the area where I live and I highly recommend them if your pet needs their health to be evaluated and or treated!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Elaine Allen on 2016-09-07

Dr. Rubbert and his staff really care about your furry family members. I know my guys are in good hands there.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Angela Merritt on 2016-09-03

I'm always so impressed with Village Lakes Vet. They were fast and always do great with my pups.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Joanne Cooper on 2016-09-02

The staff and Dr. Rubbert were great. They are friendly, attentive, and extremely thorough. The staff inquired about any concerns and noted them. The Doctor read the

concerns (so different from my past experiences elsewhere), and checked my dog out very thoroughly, asking questions about my observations and his past history.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Felicia Apodaca on 2016-08-30

Cathy at the front desk is excellent she is compassionate professional and kind. The doctor and Vet tech are truly Godsend for me and my family and they treated my dog Bailey with the utmost care and concern. I love the attention and service my dog receives when he goes to Village Lakes Animal Hospital.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Sue Layden on 2016-08-29

Comet was uncooperative.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★☆☆☆☆ by Barbara Negro on 2016-08-26

The Doctor was very pleasant and helpful and the girls in the front office were very nice and caring I am glad that I choose your office Best Wishes. Barbara

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Joe Cannizarro on 2016-08-24

Love you guys. You really care about the pets you treat. Heather treats my dogs as if they were her own. Kathy is always very personable and Doc is always very professional as well as knowledgeable. I trust him to make the right calls when it comes to the pets I love. Sorry I waited so long to use this fine group of pros. Thank you Dr. Chris and staff.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Jane Kimbrell on 2016-08-15

Everyone was very nice and the front desk was very helpful and informative.

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★★★★★ by Angela Merritt on 2016-08-13

Everyone was so accommodating and amazing! I had such a wonderful experience and more importantly, my dogs loved them. The doctor was knowledgeable and answered all of my questions thoroughly so I left feeling confident that my dogs are in good hands.

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★★★★★ by April Lowe on 2016-08-12

Very friendly and helpful!

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★★★★★ by Kevin Grace on 2016-08-09

The Best as always

NPS:

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★★★★★ by Anon on 2016-08-05

Murphy is always happy and well taken care of! Thank you!

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★★★★★ by Pat Nadrotowicz on 2016-08-03

Kathy is always so nice and helps us in a pinch. Never a problem

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★★★★★ by Rona Colton on 2016-07-28

I have been bringing my pets here for many years. Compassionate and caring staff. Trust 100%

NPS:

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★★★★★ by April Lowe on 2016-07-22

I love them. They are all so nice and caring. Easy to get an appointment, efficient, clean, and great value for the price.

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★★★★★ by Joe Cannizarro on 2016-07-22

I have only been using Chris and his staff for about a year now. I have used other vets in the area and was satisfied with them but it seemed as soon as they got bigger you would never passed over to a new doctor. I love Chris because you always get personal attention, his staff is great and they really do care. Heather treats your pets as if they were her own. These guys are the best!!!

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★★★★★ by Laurie Keats on 2016-07-13

The staff are amazing - super- responsive and they really care about all their clients ! Thank you for all you do :)

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★★★★★ by Diane Mancuso on 2016-07-10

We are very pleased with the services that you provide for our dog. If you need a kennel for any reason, I highly recommend Village Lakes.

NPS:

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★★★★★ by Rona Colton on 2016-07-10

I have been bringing my pets here since I moved to Monroe in 2001. The staff are caring and friendly.

NPS:

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★★★★★ by Katie Hutchinson on 2016-07-09

Very understanding and calm with Madison who can be very hyper when she goes to the vet. Thank you!!!

NPS:

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★★★★★ by Donna Gennarelli on 2016-07-09

Wonderful caring staff,great experience.

NPS: N/A

★★★★★ by Anon on 2016-07-08

Great veterinary hospital !

NPS:

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★★★★★ by Kaeka McCune on 2016-07-08

Village Lakes is a very caring and compassionate veterinary hospital. They are always polite and willing to provide the best care for your pet.

NPS:

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★★★★★ by Mary Porcu on 2016-07-08

I have always been very satisfied with Dr. Rubbert and his staff. They are friendly and helpful. The doctor truly cares about the animals and he is common-sense and knowledgeable. Making appointments is easy and asking questions welcomed. Highly recommended.

NPS:

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★★★★★ by Colleen Antonion on 2016-07-02

SO caring and loving towards my dogs, they go above and beyond

NPS:

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★★★★★ by Mary Porcu on 2016-06-29

As always, our visit was excellent. Dante is healthy thanks to your staff. The office is clean, friendly and cooperative. The doctor is open, knowledgeable and handles the animals and questions with aplomb. Secure in our experience.

NPS:

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★★★★★ by Holly Spinelli on 2016-06-29

Such a friendly and knowledgeable staff! They take great care of our dog!

NPS:

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★★★★★ by Luis Jimenez on 2016-06-28

I enjoy bring my dog to village lakes veterinary everyone is a professional and so friendly

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Joanne Cooper on 2016-06-26

I came to this veterinary hospital , after being very disappointed by my prior veterinarian , when my little dog had been sick for two days. My veterinarian was too busy to make time for him. I explained the situation to Kathy at Village Lakes. She was friendly, knowledgeable, and concerned. She made time for my dog within the hour. Though the office was busy, it was very manageable. It looked and smelled clean. The doctor was compassionate and thorough. His demeanor was such, that I trusted his approach and recommendations for treatment . My dog showed signs of improvement in about a day. I will definitely return to this practice, though it is about a half hour from our home, and there are several veterinarians closer.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-06-21

Always Excellen!! The staff and Dr. Ruppert are wonderful. Anytime I have to bring my dog, I know he is well taken care of.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-06-19

They love animals and provide sensible advice.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Susan Roth on 2016-06-18

My dog likes the vet and staff at Village Lakes, and is happy to see them. They give good advice.

NPS:

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★★★★★ by Georgiana Roos on 2016-06-17

I always feel comfortable bringing my dog in for a check-up with Dr. Rubbert. Cathy at the front desk is very sweet. I feel like they really care about the pets they are treating.

NPS:

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★★★★★ by Julie Eichner on 2016-06-17

From Cathy on up to the Doc everyone is not only very professional but extremely nice. I have brought my cats and dogs there for years and I've always had a great experience and my animals agree ;)

NPS:

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★★★★★ by Lorraine Hynes on 2016-06-17

Dr. Ruppert and his staff at Village Lakes Veterinary Hospital are wonderful! Dr. Ruppert is very knowledgeable and caring. I trust him. The office is spotless and their prices are very reasonable. I cannot say enough nice things about Cathy. Cathy has called me every day checking on my very sick puppy who has pneumonia (before I even have a chance to call her). She offers advice and wants to help in anyway she can. She truly cares. Thank you Village Lakes Veterinary Hospital for making a tough time easier.

NPS:

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★★★★★ by Anon on 2016-06-14

We bring our dog to be boarded here and he loves it. They take great care of him.

NPS:

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★★★★★ by Anne LaFond on 2016-06-13

Very friendly, efficient, and pleasant appointment. The staff was pet-friendly and Dr. Rubbert very good at diagnosing what might be going on with our cat. The office and examining room were clean and we didn't have to wait. Plus we got a kick out of the newspaper articles about Dr. Rubbert when he worked with the elephants at the Bronx Zoo! We'll definitely bring our other cats back here for their shots too.

NPS:

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★★★★★ by Mary Parish on 2016-06-12

Everyone was kind and attentive. It was clean and they booked appointments to alleviate the wait time, therefore reducing the stress on your animal. I was very happy with my experience.

NPS:

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★★★★★ by Laurie Keats on 2016-06-10

Love all the staff ! Everyone is so caring and they take the time to really evaluate what's going on . Thanks for the usual excellent care :)

NPS:

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★★★★★ by Debbie Donnelly on 2016-06-10

I have been taking my pets here for many years now. There were times when my dogs were experiencing major health issues, The care and concern Dr. Rubbert and his staff provided was truly comforting. Dr. Rubbert always takes the time to explain procedures, and answer my questions. His office manager Cathy, always tries to accommodate the needs of my dog (and me too!)

NPS:

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★★★★★ by John Capicchioni on 2016-06-03

We had a wonderful visit. The office is beautiful and clean. They were ready on time for us and the next pet didn't come in until we were leaving so there was no crazy crowded waiting room. Buddy was taken care of and given lots of love. We were not forced or pushed into any unnecessary services or products which was a nice change for us from our last vet.

NPS:

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★★★★★ by Betty Heins on 2016-06-03

Always a pleasure to see Dr. Rubbert and his staff. Care and service our dogs and us receive is wonderful. We've been clients for many years but never boarded our dogs until this past weekend. Sam and Hope were well cared for, returned home without any unfavorable side effects. They will be boarded there again when the need arises.

NPS:

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★★★★★ by Christine Sullivan on 2016-05-31

The staff is very pleasant and efficient, Bailey loves to be kenneled by their team.

NPS:

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★★★★★ by Georgiana Roos on 2016-05-26

I always feel comfortable boarding my dog here. I feel he is well taken care of. Thanks!

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★★★★★ by Donna Gennarelli on 2016-05-26

Wonderful caring. N calming supportive staff.

NPS:

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★★★★★ by MaryEllen Garnet on 2016-05-25

Village Lakes Veterinary Hospital is very professional and welcoming to our furry friends. The staff is so nice. They treat your pets as if they were their own. They truly care about the well being of our pets. Dr. Rubbert is very knowledgeable with a variety of pets and very calm and caring. They make you feel at ease. As a dog owner for many years, I am very happy to have Village Lakes Veterinary Hospital care for my dogs.

NPS:

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★★★★★ by Anon on 2016-05-24

Staff always professional. Atmosphere is very calming for my pet. Quick service is a plus.

NPS:

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★★★★★ by Lisa Perry on 2016-05-21

The care and compassion for my Telulah was impressive. The staff made a very stressful time less stressful. From the moment Heather took the leash , I was confident that my girl was in good hands.

NPS:

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★★★★★ by Barbara Duncan on 2016-05-17

Would not take Jake anywhere else. Best veterinarian I've had

NPS:

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★★★★★ by Donna Gennarelli on 2016-05-14

The best care ever and the best staff for anyone who has a pet. The care, attention and followup. Is excellent.

NPS:

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★★★★★ by Mary Sheeran on 2016-05-11

It was great to see Dr. Rubbert again. He is such a great doctor. Morticia is in good hands.

NPS:

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★★★★★ by David Glogower on 2016-05-03

Always friendly and understanding

NPS:

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★★★★★ by Susan Roth on 2016-04-29

Our dog Vesta loves the staff and does not hesitate to go into the exam rooms or stay for boarding. It's a good feeling leaving her somewhere where she's excited to see her care givers.

NPS:

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★★★★★ by Sue Layden on 2016-04-26

I went in to pick up meds and they were all ready for me.

NPS:

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★★★★★ by Anon on 2016-04-26

Staff was very polite and professional. They explained the process and what services they were going to do for my pet on the day of his visit. Any questions I had, it was explained to me in great detail. The atmosphere was very pleasant and I would continue to book future appointments for my pet's needs.

NPS:

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★★★★★ by Anon on 2016-04-23

My pets are always treated with professional and compassionate care by Dr. Rubbert and his wonderful staff.

NPS:

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★★★★★ by April Lowe on 2016-04-22

You are all wonderful! I love this vet's office and appreciate how friendly and caring everyone is.

NPS:

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★★★★★ by Janet Neylon on 2016-04-19

I had a very good experience with both the Vet and the assistant. They handled my pet in a very gentle manner.

NPS:

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★★★★★ by Laurie Keats on 2016-04-19

Excellent care like always ! Thank you !

NPS:

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★★★★★ by Elaine Allen on 2016-04-12

The team at Village Lakes is wonderful! They are patient and loving with the animals and do their best to lower your pet's anxiety.

NPS:

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★★★★★ by Anon on 2016-04-12

The people at Village Lakes Veterinary Hospital are professional, kind, and warm. They care about my pets and provide excellent service.

NPS:

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★★★★★ by Stephen Kuwent on 2016-04-12

Everything at the visit went great. The wait time was very short. The office personnel are great. The vet tech is very warm and caring. Dr. Rubbert is terrific. He relates well to the animals, is skilled and experienced, and has a positive demeanor to the pet owner.

NPS:

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★★★★★ by Colleen Flood on 2016-04-09

Dr. Rupert and the entire staff are wonderful and all my animals love them

NPS:

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★★★★★ by David Glogower on 2016-04-08

Friendly and informed veterinary services

NPS:

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★★★★★ by Ronald Nelson on 2016-04-08

The most important thing I go away with when I come here is that my dog or cat has been properly treated. I wouldn't go anywhere else. I'm from Chester and there are many more locally but, after 35 years of coming here I know this is the best place.

NPS:

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★★★★★ by Susan Renn Bloise on 2016-04-07

The staff always treats joy with care and takes great care of her

NPS:

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★★★★★ by Brigitte Kwinn on 2016-04-05

Everyone is so helpful and friendly. I trust them with the care they give my 3 dogs and 3 cats.

NPS:

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★★★★★ by Georgiana Roos on 2016-03-30

We boarded our dog here for the week and I feel that he is taken care of well!

NPS:

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★★★★★ by Sally Roberts on 2016-03-30

We board our dog there often. He loves it and the people there take great care of him.

NPS:

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★★★★★ by Colleen Antonion on 2016-03-26

Village Lakes Veterinary Hospital is absolutely fantastic. We take both of our dogs here, our new puppy and our 5 year old dog who loves all of the staff! Their boarding is also wonderful and I leave my dogs in their care whenever I cannot be with them. Definetely recommend them!

NPS:

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★★★★★ by Pat Nadrotowicz on 2016-03-22

We could not be happier with Village. Kathy is amazing and always accommodating. Great place

NPS:

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★★★★★ by Lecorchick Lisa on 2016-03-21

My smudge (cat) is looking A LOT better now because of village lakes veterinary hospital.the doctors and assistance all answered my questions and concerns and they also knew what they were talking about when I did ask how it worked, how it got to the way it was, and how to use it. I was very pleased with the overall result. the doctors felt like they know what to do and they enjoy doing it. it was a little expensive (for me personally) however, it was well worth it. My cat is all better! what more can I ask for. I will definitely come here again. :-)

NPS:

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★★★★★ by John McGuire on 2016-03-20

Kathy at the desk is always friendly and helpful. Appts are easy to set up and they try to accommodate you when issues arrise. Dr. Rubbert is awesome. Truly cares about your pet. Heather the vet assistant was awesome. She tried to calm Roxy who was visibly nervous.

NPS:

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★★★★★ by Lewis Oppenheim on 2016-03-20

Great as always....

NPS:

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★★★★★ by Elaine Allen on 2016-03-19

Great staff, prompt service. They really care about your pets.

NPS:

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★★★★★ by Anon on 2016-03-16

They take care of my dog with love in a timely manner.

NPS:

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★★★★★ by Karen Mellozzo on 2016-03-14

I brought my dog and recently for his annual check up. The doctor and the tech always remember all of my other pets and ask about them as well as the pet being seen. They are kind, thorough and professional. I've been going there for about a decade and have never had a bad experience.

NPS:

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★★★★★ by Donna Gennarelli on 2016-03-05

As always it is a pleasure dealing with professional caring individuals.

NPS:

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★★★★★ by Corinne Cummings on 2016-03-04

Staff is very informative and incredibly kind to my cats

NPS:

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★★★★★ by Yvette Mickolajczyk on 2016-03-01

Excellent care for our Golden. They are caring and considerate.

NPS:

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★★★★★ by Anon on 2016-02-19

i like the environment and how friendly and helping everyone was.

NPS:

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★★★★★ by Gloria Clerici on 2016-02-16

I always come in under the gun with a problem with my cats and Dr. Rubbert always comes through. Heather and Kathy are wonderful and extremely helpful and considerate. Thank you!!

NPS:

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★★★★★ by Anon on 2016-02-02

Friendly people but a little expensive

NPS:

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★★★★★ by Cynthia Cardona on 2016-02-02

Experience is always pleasant. Staff is great!

NPS:

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★★★★★ by Robert Maier on 2016-01-29

There is no greater feeling than the comfort and trust of a vet that has your best interest at heart. If you've ever had that nightmare experience of having to call another vet for info regarding your pet after hours in case of an emergency, it's scary as hell, because I guarantee that each vet you speak to will say something different!, which only makes things worse! In the 20 years I've been dealing with Village Lakes I always have the peace of mind that all my pets are getting 100% treatment to my satisfaction! My pets deserve the best and Village Lakes offers that high quality of service!!!!!!

NPS:

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★★★★★ by Katie Hutchinson on 2016-01-29

The Doctor and staff were very attentive and our dog took well to each. Dr. Rubbert handled our dog with care; diagnosed her issues quickly and provided necessary medications and advice required to educate me and start the dog on recovery. J. Hutchinson

NPS:

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★★★★★ by Raymond O'Sullivan on 2016-01-27

Everyone was very friendly and helpful. There was no wait and the office were very clean.

NPS:

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★★★★★ by Rachel Showman on 2016-01-26

Easy experience, professional people and great place for my dog.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-01-24

Very short waiting time and very easy to get a convenient appointment time.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Joy Signa on 2016-01-17

My experience at Village Lakes vet was truly one of a kind. They provide the service and bedside manner for your pet that you rarely see anymore. My family only moved to Orange County 6 months ago so we didn't have a vet here. I walked in with an emergency situation and they took me right away. Everyone was professional and helpful while simultaneously being caring and kind. Their prices were more than reasonable and they do everything possible to help your pet AND you. In my specific situation my cat sadly passed from old age, and the entire staff went above and beyond throughout everything. I have to thank the vet tech Heather especially because when she called to see how my cat was doing and I told her unfortunately she had passed, she spoke on the phone with me like an old friend, even though we had only met for the first time earlier that day. It made losing one of my best friends just a little bit easier to bear, and I will never be able to thank everyone from Village Lakes more for that. Without question, the best place to bring your beloved pets.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-01-12

Village Lakes Veterinary Hospital is like family!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Jennifer Thornell on 2016-01-12

Great with animals. Very personable staff. Sincere. Can only speak highly for the veterinarian and staff of Village Lakes Veterinary Hospital.

NPS:

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★★★★★ by Anon on 2016-01-12

My car was hit by a car a while back. I called them to have her cremated and I was very emotional over the phone to make arrangements. I am not sure who was on the other end of the phone, but what I remember is that the woman began to cry a little bit as well. She assured me that my cat would be cremated alone and she was very reassuring and sweet. That happened many years ago, but I remember it still today.

NPS:

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★★★★★ by Richard Fernez on 2016-01-12

As always. the staff very friendly, helpful, and caring. Clean and nice ambiance office and the Dr. is excellent! I've been taking my pets there for 15 years and will continue to do so!

NPS:

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★★★★★ by Donna Gennarelli on 2016-01-10

Always a pleasure dealing with this business. Professional and friendly

NPS:

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★★★★★ by Georgiana Roos on 2016-01-10

I have been bringing my pets, 2 previous cats and now my dog, to Village Lakes Veterinary Hospital for many years now. I trust and like Dr. Rubbert. The staff is always nice and friendly. Kathy is always very pleasant and accommodating. I have boarded my pets there on a number of occasions and I always feel that my pets are taken care of.

NPS:

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★★★★★ by Rona Colton on 2016-01-10

The staff here is phenomenal. They all care about me and my pets. I have been coming here for over 10 years and have full and complete trust and confidence in the doctor and all of his staff.

NPS:

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★★★★★ by Anon on 2016-01-09

We have been bringing our dog here for 10 years now and are very pleased with the treatment she receives and the great staff who genuinely care for the animals.

NPS:

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★★★★★ by Steven Rose on 2016-01-08

Kind & caring staff!! Very friendly! Dr.R is great!

NPS:

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★★★★★ by Susan Renn Bloise on 2016-01-08

Here at Village Lakes Veterinary Hospital , the staff cares for your pet as if it were there own. I have been taking my cat JOy here since 2007 for r heath screening and shots as well as boarding for 2 or 3 weeks a year. Staff is very caring . and professional

NPS:

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★★★★★ by Lori Gilmartin on 2015-12-23

Very nice and helpful! They took exceptional care of my 2 cats, Jamie and Turtle!
Highly recommend them!!

NPS:

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★★★★★ by Rhea Pisciotta on 2015-12-20

Love everyone at Village Lakes!! Dr. R and Cathy are always so kind and compassionate. I have been going there for 11 years and even though I moved to Cornwall I still wouldn't go anywhere else!!!!

NPS:

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★★★★★ by Elizabeth Martinez on 2015-12-16

Dr. Rubbert and his staff are always so caring and gentle. Dr. Rubbert is conscious of financial concerns and never orders tests that he feels are unnecessary. This is why we've kept going back to him for the past 7 years and will continue to do so.

NPS:

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★★★★★ by Angela Ortiz on 2015-12-14

Village Lakes is an outstanding animal hospital! The staff is friendly, knowledgeable and accommodating. Dr. Rubbert is excellent with my 2 dogs and I would recommend them to anyone who is looking for a caring, responsible vet.

NPS:

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★★★★★ by Debra Martinez on 2015-12-11

Service was great as usual

NPS:

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★★★☆☆ by Laura Parylak on 2015-12-06

Promised to call us with some suggestions for the problem our cat is having. Did blood work all results good after a bill of over \$300. Still waiting for suggestions or ideas to help our cat.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Regina Lührssen on 2015-12-01

Always receives a good feed back of information on the care of my pets. Also a very friendly office environment.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Maryann D'Amico on 2015-11-29

I was able to get an appt just hours after I called with a concern about our dog. My husband brought him and was in and out quickly with good news. Thank you!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-11-28

We board our dog shorty here all the time and he always comes home happy! The staff is great and always available.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Alex Rivera on 2015-11-18

I'm very pleased Jackie received prompt care. I feel comfortable he is getting better. Explanation of treatment was clear and thorough. Thank you.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Vera Doumanoff on 2015-11-13

Everyone is like family! The care and attention given to the animals is wonderful! They have taken care of all our family pets for many years and I couldn't ask for better.

NPS:

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★★★★★ by Lisa Hatley on 2015-11-10

Village Lakes is the type of place that treats your pet as if they are family. We travel 45 minutes to continue to see Doc Rupert because he clearly explains every thing including costs and options. He takes his time to make sure our babies feel comfortable and are healthy. The support staff go out of their way to make sure you have every thing you need before you walk out the door. I was especially impressed when my one dog, Lacey, had an emergency and Doc was away. They faxed records to another vet and even called a few hours later to make sure she was O.K. They truly care there! This is the way a vets place should be.

NPS:

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★★★★★ by Julia Aviles on 2015-11-08

Went in to see if they had any available appointments in a Saturday. The receptionist was very sweet and gave me a time slot just an hour after I asked. Very fast, clean facility. My only complaint would be the exam room. It's so small. I felt a little claustrophobic. Other than that everything was perfect. The doctor treated my dog immediately and did it without having to sedate her like the other hospital said they would have to do. Thinking about it I just might make them there regular vet place from now on. The room might have been small but the service was great.

NPS:

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★★★★★ by Sue Layden on 2015-11-03

Comet is always happy to go.

NPS: N/A

★★★★★ by Raphael Gomez on 2015-11-01

I was very happy with this staff. Everyone was able to help me and answer all of my question. I would highly recommend any of my friends or family members.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Donna Gennarelli on 2015-10-31

As always the staff and Dr Ruppert are what make for an exceptional experience

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Betty Price on 2015-10-30

I am always appreciative for the care given by your vet, hospital. The greeting received as you come in the care given by Dr, Chris. Thank you for the attention and care of the animals. Betty Price

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Gillian Losa on 2015-10-27

Listened to my complaint, ran a full panel and found what another vet in another town missed. My Ollie is now on an appropriate diet. Also, the vet really likes kitties!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Steven Rose on 2015-10-21

Always informative! & Dr. And entire staff are friendly and kind:)

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Karen Mellozzo on 2015-10-05

Dr. Rubbert and his staff are always very professional, friendly and helpful.

NPS:

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★★★★★ by Dan Mathis on 2015-09-28

Always great service.greeted by name. The front office was just re-done, and it looks very nice. Always clean.

NPS:

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★★★★★ by Sue Layden on 2015-09-27

I only went in to buy heartworm pills

NPS:

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★★★★★ by Karen Beals on 2015-09-27

always top notch! extremely good with animals, and excellent medical skills!

NPS:

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★★★★★ by Terry Coleman on 2015-09-23

The staff is very friendly and I can always get my appointment when I need it.

NPS:

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★★★★★ by William Goodwin on 2015-09-14

Great Doc and staff!

NPS:

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★★★★★ by Sally Roberts on 2015-09-10

They always take great care of our dog. One of the employees cooks chicken for the pets there. My dog loves it!

NPS:

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★★★★★ by MaryAnn Eberling on 2015-09-08

as always everyone is very caring and pleasant to deal with

NPS:

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★★★★★ by Esther Ruiz on 2015-09-01

We can go away knowing max is in good hands. He never comes home with any adjustment problems and is always happy.

NPS:

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★★★★★ by Kevin Grace on 2015-08-26

Great as always.

NPS:

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★★★★★ by Anon on 2015-08-23

We could not be happier with the treatment, care, and kindness we have received at Village Lakes. This is exactly the kind of vet service every pet owner would like to have.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Rebecca Burnett on 2015-08-21

Excellent vet. Highly professional and personable staff. Highly recommended.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Robert Maier on 2015-08-20

Dr. Rupert and the team at Village Lakes are awesome! My pets have been going there for 20 years and that says a lot! Pets are members of the family and you want the best for them. The feeling I get when I go there is that my pets have gotten 100% love and care with compassion and thoroughness! Dr. Rupert has always treated my pets as if they were his own and that says it all. Thank you, Bobby Maier

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Pat Nadrotowicz on 2015-08-10

Always have a great experience...Kathy is so helpful...couldn't love it more!!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-08-06

I always am made to feel that my dog is being well cared for when we board him here. We leave him with his own food, toys and a blanket. The staff is friendly and kind.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Barbara Duncan on 2015-07-31

Always happy with the service I get from the doc assistant and Kathy. Would not. Go anywhere else. Thank u for treating Jake so well

NPS:

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★★★★★ by Robert Golden on 2015-07-31

We are always happy with our experience with Dr. Rubbert and his staff, and our cats have been in his care for as many years as Dr. Rubbert has owned the practice. Kathy is always helpful and always greets us with a big smile, and Dr. Rubbert is excellent at diagnosing and treating health issues that might arise. I recommend Village Lakes Veterinary Hospital very highly.

NPS:

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★★★★★ by Rebecca Burnett on 2015-07-26

Excellent service. Dr Ruppert and his staff treat my pet as if it were their own. Highly recommended.

NPS:

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★★★★★ by Kevin Grace on 2015-07-24

Very good the best vet in Monroe area.always call to check on my dogs.

NPS:

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★★★★★ by Mary Porcu on 2015-07-24

As always our visit was pleasant and professional. Dante was happy and I am pleased that the doctor and his staff are so helpful and informed. Dr. Rubbert is "down to earth", honest and gentle with his patients (and the owners!).

NPS:

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★★★★★ by Kathi Sue Rupp on 2015-07-24

Friendly and helpful.

NPS:

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★★★★★ by Daniel Mulrean on 2015-07-18

Nice and knowledgeable staff

NPS:

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★★★★★ by Adam Roman on 2015-07-14

My 2 dogs love this place, they are always well taken care of.

NPS:

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★★★★★ by Adam Roman on 2015-07-14

My 2 dogs love this place and the staff!

NPS:

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★★★★★ by Ronald Nelson on 2015-07-08

I have been coming to this practice for over 30 years and have always been pleased with the care given to my pets.

NPS:

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★★★★★ by Anon on 2015-07-08

Love all the staff there ! They are compassionate and keep all of my animals healthy !

NPS:

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★★★★★ by Angela Ortiz on 2015-07-03

Exemplary care for my dog Amigo.

NPS:

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★★★★★ by Phil Hernandez on 2015-06-30

We are always greeted with a smile and my very hyper dog is always at ease when she's there.

NPS:

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★★★★★ by Anon on 2015-06-17

my dog is happy to see everyone and enjoys her stay when we have to board her. They have been professional and competent.

NPS:

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★★★★★ by Luis Jimenez on 2015-06-17

Very friendly staff

NPS:

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★★★★★ by Elaine Allen on 2015-06-06

Great vet and staff. Always attentive and gentle with their patients.

NPS:

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★★★★★ by Justin Wareka on 2015-06-05

I have a dog that is getting older. He has been seeing Dr. Rubbert his whole life. I feel he gets the utmost attention & care every visit.

NPS:

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★★★★★ by Anon on 2015-05-30

My dog is a rescue so I am very careful and selective with introducing new people and places to him. We've been coming here for over 4 years now and he loves visiting Dr. Rubbert and the staff. He has also boarded here and they took great care of him, including feeding him per my exact instructions (he has severe food allergies). My dog is a happy, healthy, sweet boy and I'm grateful to Village Lakes for helping me provide the best life I can to my little fur boy.

NPS:

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★★★★★ by Robert Iscenko on 2015-05-30

They are the best.

NPS:

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★★★★★ by Sue Layden on 2015-05-26

Everyone was pleasant and cooperative.

NPS: N/A

★★★★★ by Donna Gennarelli on 2015-05-18

As always Waldo is treated with care and the visit is always professional and all staff are great. As I always tend to be more anxious with Waldo on these visits than when my sons take him, I appreciate the help, and calming assist of all. Thank you all!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Lynda Brady on 2015-05-14

We love our vet & his staff. They truly care about our cats!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Deana Baer on 2015-05-08

I just love Dr. Rubbert and his staff. They are and have always been wonderful with my dogs. Always pleasant, courteous and funny.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Elaine Allen on 2015-04-28

Dr. Rubbert and his staff are wonderful and really care about their patients.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Dawn Pieratt on 2015-04-24

Brought one of my dogs in on an urgent basis and Dr Rubbert took great care of him.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-04-20

I have always found the Mid Monroe Vet office very friendly and kind to myself and my four legged children. The vet himself is very professional and knowledgeable .

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Eddie Rubbert on 2015-04-15

As always the best care for our furry family!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Alec Lazore on 2015-04-15

We always feel comfortable with Dixie's care! The team is wonderful!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Kathy Presti on 2015-04-14

Every time we come in we are treated well and my pets are treated like family.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Angela Luberts on 2015-04-10

I always have a wonderful experience! The Doctor, as well as the staff are kind, friendly and wonderful with the animals.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-04-10

Excellent visit with our dog. Dr Rubbert is just wonderful to deal with.

NPS:

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★★★★★ by Tina Walker on 2015-04-07

We recently moved to the area and were very fortunate to locate Village Lakes for our new puppy. They were very professional, knowledgeable and informative. Thank you.

NPS:

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★★★★★ by Robert Golden on 2015-03-31

We've been with Dr. Rubbert from the very beginning, which is now more than a decade. He has always been very helpful, knowledgeable, and courteous and I would recommend him very highly. Kathy, the office manager, is also a pleasure to speak with and is very helpful.

NPS:

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★★★★★ by Martha Rodriguez on 2015-03-28

Great! DR RUBBERT IS GREAT ! COMPASION ! DOCTOR!.

NPS:

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★★★★★ by Steven Rose on 2015-03-27

Great!!!

NPS:

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★★★★★ by John McGuire on 2015-03-20

Excellent care by Dr Ruppert. Kathy and the staff are exceptional.

NPS:

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★★★★★ by Anon on 2015-03-18

We always get excellent care and caring staff.

NPS:

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★★★★★ by Margaret Hendriksen on 2015-03-15

They were very kind and patient with Toby who is not the easiest dog to treat. Great service!

NPS:

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★★★★★ by Martha Rodriguez on 2015-03-07

Dr. rubbert , his reception , his technician are excellent! People we had a great! Experienced with my Dog ...very helpful!! very professional! ... , Dr rubbert explained me everything! Before and after the surgery! With my dog !....I definitely recommend him with my family and friends! ..

NPS:

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★★★★★ by Gregg Mault on 2015-03-06

Excellent care!!

NPS:

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★★★★★ by Sue Layden on 2015-02-28

Jackson was very pleased with his visit.

NPS:

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★★★★★ by Justin Wareka on 2015-02-17

Have been going to Dr. Rubbert for over 10 years. Always an accurate diagnosis.

NPS:

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★★★★★ by Donna Gallagher on 2015-02-16

Dr rubbert and the staff where amazing. Scooby who does not do well with men was a mush

NPS:

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★★★★★ by Gregg Mault on 2015-02-13

Excellent care for my beloved dogs

NPS:

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★★★★★ by Terry Coleman on 2015-02-13

I love Dr Rubbert Cathy and John. Best staff by far. I truly appreciate the honest answers to my questions and attention to my dogs.

NPS:

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★★★★★ by Barbara Riddle on 2015-02-05

Yes, first impressions are important, but consistency is worth it's weight in gold. Dr. Ruppert always goes the extra mile, generous in his time and explains health

problems extremely well. For years now, he has been a highly trusted doctor who not only has great knowledge but the compassion and kindness that makes him super. His staff is excellent and Cathy, the receptionist, makes you feel like family and is great in follow up calls and communication. These folks really have heart and are concerned about the care they provide and the well being of our animals. Took 5 different vet hospitals before we found this one and we're so thankful.

NPS:

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★★★★★ by Anon on 2015-01-31

They are always attentive to my dog and super accommodating for appointments.

NPS:

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★★★★★ by David Glogower on 2015-01-24

Good communication, sensitive understanding, successful procedure, reasonable cost.

NPS:

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★★★★★ by Donna Gennarelli on 2015-01-23

I work in health care and wish the people i work with could all be as great to deal with as Dr Ruppert and the entire staff at village lakes vet. Not only does Waldo get good care but the staff is professional and friendly.

NPS:

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★★★★★ by Anon on 2015-01-20

Compassionate. Thoughtful. Great follow ups.

NPS:

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★★★★★ by Jennifer Hughes on 2015-01-20

From my first interaction at the front desk to the exam and through follow up, we were in good hands! Thank you to the whole staff at village lakes!

NPS:

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★★★★★ by Suzanne Glass on 2015-01-16

Excellent My pet was given a very good examination and treated with kindness. The office makes you feel welcome and is efficient.

NPS:

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★★★★★ by Mary Porcu on 2015-01-07

As always very positive...I love my pets very much and you always show personal concern for which I am thankful. From the front office to the examining room you are always professional.

NPS:

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★★★★★ by Elaine Allen on 2015-01-04

Dr. Rubbert and his team are wonderful. They really care about their patients.

NPS:

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★★★★★ by Yvette Mickolajczyk on 2015-01-04

As always, we had wonderful care for our Bella. She is doing much better today. Thanks to Dr. Rupert and his staff.

NPS:

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★★★★★ by Terry Coleman on 2015-01-03

Dr Rubbert and his staff are the best. I moved to Monroe 4 years ago and started using Dr Rubbert right away. From our first meeting I knew I was in good hands. When i had to let my two dogs go, he was honest and professional and the girls in the office were so supportive (Cathy is the best). I would definitely recommend his office.

NPS:

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★★★★★ by Anon on 2014-12-28

Great experience. The staff is always so friendly and so attentive to my dog, and my needs. I highly recommend Village Lakes!!!

NPS:

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★★★★★ by Roberta Brownstone on 2014-12-24

My vet was out of town and left this as an alternative. Perfectly happy with choice. Although further than where my usual vet is located the service was excellent, prompt, just what my cat needed and my cat was happy with the experience.

NPS:

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★★★★★ by Lewis Oppenheim on 2014-12-24

As usual a great job.. Been traveling 34 miles each way my pets get the best care

NPS:

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★★★★★ by Justin Wareka on 2014-12-17

My dog has been a patient of Dr. Rubbert for over 10 years and gets the best of care.

NPS:

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★★★★★ by Anon on 2014-12-12

Great experience! Everyone working there was so friendly and funny. Took care of my dog and showed him so much love and affection, my dog was happy. Best vet in Monroe!

NPS:

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★★★★★ by Cynthia Lopez/Cancel on 2014-12-09

First time patient, very welcoming and comforting. The service was excellent. The personnel was extremely attentive.

NPS:

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★★★★★ by Dan Mathis on 2014-12-06

Always a good experience. Friendly and professional.

NPS:

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★★★★★ by Georgiana Roos on 2014-12-03

We have boarded our dog several times over the last 2 years and I always feel comfortable leaving him at VLVH. The staff has always been very nice and I just trust that they are taking care of my dog for me.

NPS:

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★★★★★ by Dawn Pieratt on 2014-12-03

Great care from Dr Rubbert as usual

NPS:

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★★★★★ by Pat Nadrotowicz on 2014-11-30

Couldn't be happier with the services...thank you.

NPS:

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★★★★★ by Paul Cutaia on 2014-11-26

Doctor was very knowledgeable and professional .vet assistant was great with our dog also .

NPS:

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★★★★★ by Angela Ortiz on 2014-11-22

Dr ruppert is always very good with my dogs Amigo and now Daisy. He is a professional who loves dogs (and all pets) and gives them the best care possible.

NPS:

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★★★★★ by Vera Doumanoff on 2014-11-20

Everyone is extremely caring and have been taking care of our pets for many years. Even when I adopted a dog from a friend who was going through a divorce, I couldn't keep her and wanted help finding a good home for her, I had so much help from the staff and was able to find a perfect loving home for her. Any time I needed anything for my pets, the compassion is shared by everyone and they go out of their way to help.

NPS:

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★★★★★ by Deana Baer on 2014-11-19

This place is just amazing and as far as I'm concerned Dr. Rubbert is the only Doctor/Vet that I will take my babies to.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Sue Layden on 2014-11-18

Always a great experience.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Regina Luhrssen on 2014-11-15

The staff and the doctor were very friendly. They were helpful in answering any questions we may have.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Lewis Oppenheim on 2014-11-11

Outstanding as usual.. I live in Wappingers which is 35 miles from Monroe... Worth the trip

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-11-10

We have been using Dr. Rubbert since we got our puppy two years ago. He has quickly diagnosed and treated any medical issues our puppy had. He also takes his time and listens to your concerns. We have boarded our dog here as well and we can go on vacation knowing he is comfortable where he is and will be cared for. Love the office staff too! So glad we were referred to his office. Susan R.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-11-05

Great Vet. Great Service

NPS: N/A

★★★★★ by Elaine Allen on 2014-11-01

Dr. Rubbert and his team a great. They really care about our dogs.

NPS:

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★★★★★ by William Soto on 2014-10-22

As usual great Vet. & staff! Our dog is comfortable and treated well here. Thank you!

NPS:

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★★★★★ by Anon on 2014-10-22

Good vet, but it will cost you.

NPS:

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★★★★★ by Nancy Duzick on 2014-10-13

The whole staff is very kind! I felt like Dr. Rubbert was extremely knowledgeable and took time to teach. He is able to provide excellent, cost effective care. It is a pleasure to go to Village Lakes Veterinary!

NPS:

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★★★★★ by Richard Fernez on 2014-10-12

we've been going here for years and are so pleased with the love and care shown to our pets! Staff is so friendly and welcoming. We would recommend Village Lakes Veterinary to all those who truly love their "kids".

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Lee Bernardo on 2014-10-11

Great Staff. Great Service. Been taking all of my dogs to Dr. Rubbert for years and always gave them quality care as always.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-10-08

All ways a good experience for my pet and me.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Rona Colton on 2014-10-05

I have been bringing my pets to Village Lakes Veterinary Hospital for many years. The staff including Dr Rupert is kind, respectful and professional.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Rachel Baier on 2014-09-29

The staff is always friendly and attentive and provide excellent care to my 4 legged family members.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-09-25

Used for boarding. When I picked up my pet he was relaxed and happy. I felt he was well cared for.

NPS:

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★★★★★ by Sandy Burgos on 2014-09-24

I have been bringing my dogs to village lake veterinary for over 8 years and must say Dr Rubbert and staff are great! Professional, caring and friendly. There was times when I had an emergency with my babies and they told me to come in immediately. I highly recommend village lake veterinary.

NPS:

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★★★★★ by Anon on 2014-09-24

I have been using Dr. Ruppert for years. He provides excellent care for my 4 cats. He and his staff are very kind and caring.

NPS:

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★★★★★ by Christopher Ambrosio on 2014-09-22

I have been bringing my pets to Village Lakes Veterinary Hospital (formerly Mid Monroe Vet) for quite some time. I am very pleased with Dr. Rubbert & the entire staff with all their knowledge and compassion in what they do...I highly recommend this Veterinary hospital, as i have shopped around, and found nothing like them !!!

NPS:

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★★★★★ by Regina Lührssen on 2014-09-17

Dependable staff who answers all questions and having a great vet who is on top of the care for my pets

NPS:

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★★★★★ by William Goodwin on 2014-09-17

Dr. Ruppert and his staff are great!, highly recommended!

NPS:

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★★★★★ by Mary Porcu on 2014-09-17

Courteous and knowledgeable staff.Easy to make appointments. Informative website.

NPS:

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★★★★★ by Jim Donovan on 2014-09-06

Provided excellent care and communication before and after my dogs surgery.

NPS:

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★★★★★ by Laurie Keats on 2014-09-02

Love the staff - know that my babies are always well- cared for ! Thanks :)

NPS:

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★★★★★ by Donna Gennarelli on 2014-08-29

All of the staff are friendly ,helpful and wonderful to waldo.kathy is also helpful and friendly.very clean and professional.

NPS:

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★★★★★ by Glenn Colella on 2014-08-27

always good with our dogs. the staff is very friendly and courteous. thankyou

NPS:

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★★★★★ by Sue Layden on 2014-08-27

Tessa is always happy to see Dr Runbert.

NPS:

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★★★★★ by Holly Spinelli on 2014-08-27

What a fantastic place! I always feel like my dog is getting the best care there is! My dog was seen quickly and the entire staff, from the front desk person, to the vet tech, to the veterinarian himself, were so helpful! All of the explanations were clear and easy for me to understand. Great staff!

NPS:

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★★★★★ by Georgiana Roos on 2014-08-26

I always feel comfortable boarding my dog here. The staff is very nice and I feel that my dog is well cared for. Thank you!

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★★★★★ by Regina Lührssen on 2014-08-19

Always satisfied with the care of our dogs

NPS:

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★★★★★ by Laura Thomasberger on 2014-08-18

Staff is very nice. Easy to schedule appointments and board your pets!

NPS:

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★★★★★ by Susan Eichele on 2014-08-17

thank you for your kind, compassionate care of Jake. Since we have started coming to your office this past year with our 2 dogs, we have been very satisfied with the care they have received. We never feel rushed during these appointments, things are always explained to us about the treatment that our dogs are receiving for whatever is "ailing them.

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★★★★★ by Dan Mathis on 2014-08-03

During a very difficult time for us, they were very professional, explained everything, and most important were caring towards us and our pet.

NPS:

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★★★★★ by Aileen Silver on 2014-08-03

As always, the care is knowledgeable , friendly and informative.

NPS:

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★★★★★ by Elaine Allen on 2014-08-02

I've always found Dr. Rubbert and his staff to be excellent. They care about our dogs and it shows.

NPS:

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★★★★★ by Lewis Oppenheim on 2014-08-02

Always GOOD with Dr R

NPS:

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★★★★★ by Luis Jimenez on 2014-07-30

Love it

NPS:

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★★★★★ by Margaret Curtin on 2014-07-29

Compassionate and caring as always. I have already recommended to friends.

NPS:

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★★★★★ by Joann Stabile on 2014-07-27

We are always pleased to take our pets to Village Lakes Veterinary Hospital. The level of care and love given to our pets is exemplary. We wouldn't take them any place else.

NPS:

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★★★★★ by Robert Golden on 2014-07-25

Dr. Rubbert and the staff at Village Lakes (formerly Mid-Monroe) Veterinary Hospital are always pleasant and professional. We've been steady clients of Dr. Rubbert for many years now and have always trusted him with the health care of our beloved pets. He is highly recommended.

NPS:

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★★★★★ by Karen Mellozzo on 2014-07-23

Wonderful and caring, as always.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Dawn Pieratt on 2014-07-22

I brought my greyhound in for a follow up after a visit to the emergency vet after hours the week before. Dr. Rubbert took great care of my girl and gave us additional meds and advice to continue the care she received at the ER. We have been taking our dogs to Mid Monroe for 7 years now and are very happy with the care they receive.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-07-21

As most people, I appreciate a reprieve from worry; etc. ... It was SO well worth my search to find Dr. Rubbert and his Staff at Mid Monroe Veterinary Hospital. I feel assured my most precious boy is receiving the best and most effective treatments. Everything is explained to me. All questions of mine answered. Options given. They (really do) listen, respond, respect and truly love animals. (giant, big, small, tiny)

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by John McGuire on 2014-07-20

Dr and staff are always professional and caring.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Dan Mathis on 2014-07-18

The staff is very caring, and explained everything in detail to us. They even made a follow up call to see how Pumpkin was doing.

NPS:

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★★★★★ by Vicki Linderman on 2014-07-17

We couldn't ask for any thing more of the entire staff. They take care of Jake as if he was one of their own pets. Love them all.

NPS:

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★★★★★ by Laurie Keats on 2014-07-16

Always great care - thank you !

NPS:

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★★★★★ by Peter Howes on 2014-07-15

I always feel that I am heard when I speak to the Dr. We recently saw Dr. Rupert's sub since he was on vacation. She was also excellent. Also the assistant, Danielle, is also wonderful. I highly recommend Mid Monroe Veterinary Hospital to anyone who really cares about their pet(s). FYI: I like very much the Pet Portal.

NPS:

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★★★★★ by Holly Spinelli on 2014-07-13

The staff were very informative, helpful, and they really took their time when treating our dog. Excellent group! Just be sure to ask about costs for all procedures. Doing this in advance helps greatly!

NPS:

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★★★★★ by Pat Nadrotowicz on 2014-07-13

Couldn't be happier...you are very accommodating and take great care of our dog...thank you so much!!!

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★★★★★ by Regina Luhrssen on 2014-07-11

They were prompt in setting up an appointment and determining the cause of the problem and making me feel very secure in the care of George.

NPS:

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★★★★★ by Georgiana Roos on 2014-07-10

Thank you for taking care of me while my human mother was away. I always feel well loved here! The staff is very nice and Dr. Rubbert is a great vet! love, Toto

NPS:

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★★★★★ by Glenn Colella on 2014-07-10

everybody is always friendly and the dogs always get the best treatment. thx

NPS:

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★★★★★ by Laura Thomasberger on 2014-07-09

Very happy with care received for my puppy!

NPS:

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★★★★★ by Anon on 2014-07-08

Dr. Ruppert and his staff give my puppy the best care ever. Thank you so much for everything.

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★★★★★ by Donna Gennarelli on 2014-07-08

The care is always exceptional as is the entire staff. We are lucky to have such great people involved with the care of our family.

NPS:

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★★★★★ by Virginia Rodgers on 2014-07-04

I'm very happy with my dogs care and how I'm treated at this Vet.

NPS:

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★★★★★ by Anon on 2014-07-04

My 15 yr old dog has been diagnosed and now recovered, with the minimal of medical intervention. Due to Dr. Rubbert's skills, he was able to obtain enough cells to place on a slide and send to the lab. He looked into the ear with an ear scope to view, and followed w/ a swab of the effected area inside the nostril. Invasive measures were avoided. My thanks and gratitude to Dr. Rubbert and the entire staff and Mid-Monroe Veterinary Hospital. Also, his back teeth are really nice. I was unaware you worked on them.

NPS:

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★★★★★ by Anon on 2014-07-02

Love the way Dr. Ruppert and his staff took care of all my precious pets and the care with my new puppy.

NPS:

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★★★★★ by Justin Wareka on 2014-07-02

My dog has been a patient here for 10 years. Doctor & staff are friendly and caring. It is always easy to get an appointment and have never had any problems with a diagnosis.

NPS:

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★★★★★ by Anon on 2014-06-29

Always helpful, friendly and offer great advice when I voice questions or concerns. I am extremely happy with Dr. Rubbert and his staff. They are wonderfully kind and sympathetic.

NPS:

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★★★★★ by Joann Stabile on 2014-06-27

Always a pleasure . Love the care and attention given to my fur babies.

NPS:

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★★★★★ by Ed Owens on 2014-06-27

Great Doctor!!!!!!Won't hold him being a NY Giants Fan against him!!!!!!!!!!!!!!

NPS:

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★★★★★ by Katie Bisaro on 2014-06-26

Great well-visit as always. No wait, caring staff and Dr. Rubbert remembers the little details about my pet. Have been going to this office for over 15 years and two dogs....

NPS:

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★★★★★ by Caryn Pratt on 2014-06-26

Love everything

NPS:

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★★★★★ by Anon on 2014-06-25

I'm grateful for your care of Cookie--for your consideration of us, his "parents", as well. I searched for a doctor for quite awhile until I found Dr. Rubbert and Mid-Monroe Veterinarian Hosp. I thank him and his staff for acting so quickly to the urgent matter which recently arose. Dr. Rubbert informed me of his findings, our options. All necessary testing, procedures; etc., were performed, but nothing which was not necessary. The Staff at this facility is wonderful. .P.S.: I don't give "great" reviews often.

NPS:

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★★★★★ by Anon on 2014-06-23

I've been a client for 30 years. Very satisfied with the quality of care and service.

NPS:

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★★★★★ by Elaine Allen on 2014-06-21

It was very easy to find what I needed and the checkout process was quick and efficient. I was also pleased with how quickly the approval from Dr. Rubbert was returned. I would purchase again in this manner.

NPS:

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★★★★★ by Regina Luhrssen on 2014-06-21

Mid monroe veterinary hospital is the place to take your pets. We have had a wonderful experience in the care of our pets. Their expertise in the care of our dogs with their health problems has built a trust in their vet practice.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Virginia Rodgers on 2014-06-21

I was happy that everything that could be done was done for her.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Lynda Brady on 2014-06-21

The staff is wonderful. The doc is kind & compassionate. We will never forget the care he gave our beloved greyhounds.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Laurie Keats on 2014-06-20

Love the staff !

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Bryce Parkinson on 2014-06-18

We are thrilled with the services and people at this office. Everyone is caring and very professional. We are lucky to have such a great team taking care of our pets.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Pat Nadrotowicz on 2014-06-17

Love it there...Kathy and Staff always take our dog last minute and accommodate our times even if it means coming in early. Couldn't be happier!!! Would totally refer our friends!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Karen Mellozzo on 2014-06-16

The staff is always friendly and helpful. Dr. Rubbert and the techs always know and remember my pets and give great care.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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