

WHY HAS MY VETERINARIAN BEEN SO BUSY?



There have been a few things that have changed due to COVID-19 in veterinary hospitals nationwide.

MORE PATIENTS PER VETERINARIAN

- Increased pet adoptions during quarantine.
- More interactions = increased owner awareness.
- Increased anxiety (for pets and owners).
- Pets needing "catch-up care" (post-2020 care).



AND . . .



LESS STAFF AVAILABILITY

- Increased workload-to-staff ratio.
- Workplace illness protocols have changed.
- School and daycare closures or homeschooling.

WHAT HAS STAYED THE SAME?

- Our love of this profession and commitment to providing the highest quality of medical care to your beloved pets
- Our connection to our patients and their owners



Here's how you can help us help you

- Please realize we can no longer always fit in same-day cases once we reach capacity. We may reluctantly need to refer you to an emergency clinic for same-day urgent or emergency care.
- Please schedule routine exams and procedures well in advance.
- Please treat our staff with kindness, patience, and understanding.



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There have been a number of things that have changed due to covid-19:

AT HOME

🐾 DRASTIC INCREASE IN PET ADOPTIONS

🐾 MORE INTERACTION BETWEEN PETS AND OWNERS WHICH CAN LEAD TO GOOD & NOT-SO-GOOD ISSUES:

- more opportunities to notice problems
- more opportunities for accidental poisonings
- stress induced problems for sensitive pets
- increase in injuries

🐾 CATCH UP FOR PREVENTATIVE CARE THAT HAD BEEN POSTPONED



AT THE VEG OFFICE

🐾 SAFETY PRECAUTIONS TAKE LONGER

🐾 BIG INCREASE IN PHONE TIME

- less face-to-face interactions means higher call volume to:

- schedule appointments
- check patients in
- process payments
- refill prescriptions

🐾 OFTEN SHORT-STAFFED

- stress & exhaustion
- childcare & school issues
- illness & absences



WHAT HASN'T CHANGED: We're still here for you and your pet.

But...we need your help. Please bring *good energy* to your appointment.

(Your pet will appreciate it, too!)

🐾 PLEASE ALLOW AMPLE TIME FOR REFILLS & REQUESTS

🐾 SCHEDULE NON-EMERGENCY APPOINTMENTS AND PROCEDURES WELL IN ADVANCE