

Dear Bayside Friends,

Thank you for your continued patience and support during the pandemic. We are especially appreciative of your positive feedback regarding our ability to provide comprehensive care while maintaining a safe environment for everyone. We have recently expanded our hours again to meet the increasing demand for veterinary care. It remains our goal to continue to provide Fear-Free, compassionate care and we will need your help to do this safely.

We have brought the staff all together to accommodate our pet population. Previously, we were working in two 'teams' to mitigate the risk of virus exposure to the entire staff. As a result, any staff illness would now require closure of the hospital for two weeks. Obviously, this would be a huge inconvenience for the thousands of pets in our care.

We are seeing patients for wellness exams, sick visits, technician treatments and surgeries. We are taking extra time with appointments to manage the contact between our staff members, keep the hospital clean and to help pets stay relaxed while they are away from their families. For the foreseeable future, we will be bringing only pets into the building and following our current protocols for client communications, appointments and refills.

1. Communications

Our four incoming phone lines remain open to calls, but recently all four phone lines have frequently been in use simultaneously. You may hear a busy signal or have your call transferred to voice mail. We will be checking messages frequently and returning calls in order of urgency. If you are calling to request an appointment, refill a medication or prescription diet or with a concern that is not time-sensitive, please reach us via email at baysidevetcare@gmail.com.

2. Appointments

We continue to allow only staff and patients in the hospital. Please call the hospital when you arrive for your appointment. A veterinary technician will take some information about your pet over the phone, then meet you outside to bring your pet inside. We cannot open your door to retrieve your pets; you must take them out of the car. It is most efficient if you wait in the parking lot while the doctor performs her exam. This way, we can reach you after the exam to review the findings and formulate a treatment plan. If you leave to run errands, your pet's appointment will be prolonged and more stressful for them, and you may miss your chance to speak directly with the doctor. After speaking with you, we will discharge your pet over the phone and bring your pet back to you.

3. Medication and Retail Pickups

Please submit all medication, prescription diet and retail refill requests via email. These refills may take up to 2-3 business days to complete. Once you email a request for a refill, you will be contacted to arrange pickup. When you arrive to pick up your refill, one of our staff members will take payment over the phone and bring your item outside to the light blue bin located on the bench next to our front doors for you to pick up there.

4. Hours of Operation

Due to the high volume of appointment requests and the fact that we are turning patients away daily, clients who miss scheduled visits without giving us 24 hour notice will be charged a \$50 fee.

Our expanded hours are now:

Monday 9 am – 5 pm	Thursday 9 am – 7 pm
Tuesday 9 am – 7 pm	Friday 9 am – 5 pm
Wednesday 9 am – 5 pm	Saturday 9 am – 5 pm

Again, thank you for your continued partnership and flexibility during these strange times.

Sincerely,

The Doctors and Staff of Bayside Veterinary Care