

# St. Francis Hospital for Animals

---

1430 Montauk Highway, Oakdale, NY 11769 | (631) 567-1359 | [sfha@stfrancishosp4animals.com](mailto:sfha@stfrancishosp4animals.com)

Happy New Year and Welcome to 2021!

The staff here at St. Francis Hospital for Animals would like to take this opportunity to thank each and every one of our wonderful clients for their patience, understanding, support and trust throughout this year and always.

As 2020 ended, the St. Francis Hospital for Animals family continues to value and support each other in health and well-being. This pandemic has surely hit home, but we are so grateful to be able to be here, working closely (but socially distant) together, to care for our patients. The veterinary community is not immune to the unprecedented challenges presented by COVID-19. We always seek to provide the best care possible for our clients. We apologize if these challenges have, at times, affected our ability to provide the service that you have come to expect.

Since the introduction of our 'curbside' care, phone lines have been our best mode of communication. This has resulted in higher call volume, longer phone wait times and calls on hold. Please know your phone call is in queue and will be answered as efficiently as possible. **Curbside care will continue well into the new year in accordance with state guidelines and to ensure our essential business remains fully operational to provide the care you need for your pet.** We continue to evaluate our internal process to be able to streamline and systematize our routine for office visits, medication requests and the like.

We are announcing a slight price increase 'across the board' starting January 2021. Due to the rising costs of, well everything, we find the need to increase fees to cover expenses from vaccines and medicine, to PPE, to employee wages. St. Francis Hospital for Animals has not increased any physical exam fees for over three years now and has absorbed fee increases annually by all vendors. In order to ensure viability of the practice this action was necessary. Even with this increase we continue to be moderately priced veterinary care compared to the rest of the industry.

We have also seen a tremendous amount of online medication/food requests (Chewy/PetMeds, etc). Please check with our office first, our prices are competitive with online pharmacies and in some cases less expensive. We have several instant and mail-in rebates for product and food to help mitigate your cost to purchase at our office – just ask if there is a rebate available for your purchase. There are rewards programs for certain chronic medications as well. Medications can be picked up or mailed to your home directly from our office. **We are an independent, small business that relies on our community to keep us up and running. We truly appreciate every sale that comes our way!**

Dr. Parendo will NOT have clinical hours for the month of January 2021. Being the sole proprietor of St. Francis Hospital for Animals, there are many loose ends to finish up from 2020 and prepare for 2021. St. Francis does have two full-time associates that are available to take any case that comes our way! Dr. Thomas Polehinke and Dr. Nicole Rufrano have proven to be fantastic additions to our St. Francis Family. They bring over 30 years of clinical experience as well as the compassion, kindness and knowledge needed to serve you and your pet.

Thank you for taking the time to read our update. It is our pleasure and an honor to be able to care for your pet!

From our family to yours: HAPPY and **HEALTHY** NEW YEAR!

Warm Regards,

Dr. Keith Parendo and the team of St. Francis Hospital for Animals