

March 11, 2022

Dear Clients (current and prospective),

The Doctors and team at Alburtis Animal Hospital wanted to take a moment to reach out to you during these tumultuous times to offer our hand in partnership and ask for your help as we work together to care for your animal family. We are happy to be here for you and your pet. Like most practices around the country, we are **still** experiencing phenomenally high demand. Our schedule is remaining filled to over-capacity and our team is continuing to be spread thin as we try to help the most pets possible. It has also caused delays in being able to get pets seen as fast as normal. We just wanted you to know what it is like on our side of the exam table to help you plan accordingly.

First and most importantly, **we understand!** The constant disruption of our routine is taking a toll on us all and like everyone we are feeling the pain. It seems the news is all. The world is being shaken to the core. We are mentally and quite often, physically exhausted. We are supposing you feel the same.

In the face of this pressure, at times individuals are not their normal pleasant selves. If you have experienced folks being more easily infuriated in your life perhaps you can relate. The vast majority of our clients, like you, are wonderful, thoughtful, grateful and patient as we work through the “new normal” in society and in our animal hospital.

In recent days, exasperated clients have lost their tempers and accused us of not caring because we can't get them in as fast as they desire, or because we have to send them to a local emergency or referral center. They have shouted at, demeaned, and threatened us in their annoyance with world circumstances we can neither control nor fix, even though we are performing care the best we can. As the demand for veterinary care increases and the supply of staffing stays stable and even contracts, this is becoming progressively worse and more frequent. Fear and frustration are driving this behavior but understanding that does not make it hurt us less.

Because of this, we are reaching out to you for support. When you call or visit our practice, we ask that you come knowing that we are doing our best and give us grace. We truly do not ever want to turn on of our patients away to go to an emergency clinic – we love our clients and patients and love to be able to help them. That is truly the reason that we all came into this profession, not to just triage and turn away patients when we physically cannot make a way to see them in our hospital!

When we all work together, we can help you best.

When you have a positive experience, it would mean so much if you would share kudos with our team and in reviews. Kind words and helping our patients are what keeps us going in these crazy days. The generous souls who send us cards or bring us food are our heroes. Thank you, a million times!

If you are unhappy, we do want to know so we can learn and improve, but please share your views in a calm and professional manner so we may address it and solve it if possible. We promise to listen.

Times are hard, but people don't have to be. All we need to do is look to our pets to see how love, kindness and empathy makes the world better and model their behavior.

Thank you for your time, and we appreciate all of your service to our community.

Sincerely,

Dr. Smith and the team at Alburtis Animal Hospital