To our valued BSVC clients,

We appreciate the patience and kindness that you have shown us since the pandemic began.  As many of you have likely read in the media, the influx of new pets to families has created an unprecedented demand for veterinary services. This combined with staffing shortages, particularly for qualified, well-trained individuals, presented our already strained industry with some extraordinary challenges.  Our BSVC team continued to strive and persevere through this challenging time in order to provide the level of care you have always been accustomed to.  That being said below is a list of changes we will be implementing starting November 1, 2021.

**New Policies Effective November 1, 2021:**

During times of appointment unavailability, you may be directed to speak with a highly trained veterinary technician about your pet’s potential urgent needs.  This allows us to triage them and expedite care for the critically ill or injured pet.  Your patience and trust with this process is greatly appreciated.

In order to maintain a good balance and meet critical pet needs we ask that any non-urgent appointments or annual wellness exams be scheduled 2-3 weeks in advance.  Please be sure we have current preferred e-mail, phone and address, so that you will receive your pet and appointment reminders timely.

**Cancellations/No Show Deposits**: If you have to cancel or reschedule, we ask for 24 hours’ notice. This allows us to be able to assist other patients with an urgent need.  Unfortunately, due to an increased number of no shows and last-minute cancellations a policy change is needed.   Clients that have more than 3 cancellations with less than 24 hours advanced notice, or two no shows within a 2-month time period will be required to place a non-refundable deposit of $55.00 when future appointments are scheduled.   This deposit will be applied to the visit if the appointment is kept.

**After Hours Emergencies**: We will be discontinuing our after-hours doctor consultation service.  In order to serve our patients to the best of their ability, we feel that it is essential for our doctors and team to have dedicated time outside of the clinic to recharge mentally and physically.   Our goal is to always be the best we can be when caring for our patients.  We request that if your pet has an emergent or urgent need outside of our business hours you seek care at your nearest animal emergency hospital.  Veterinary Specialty Services (Manchester and 141) and The Animal Emergency Clinic (Big Bend and I-44) are the closest in proximity to BSVC.  We will be updating our website with more information regarding emergencies soon and will continue to have the information on our voicemail after hours.

The doctors and team thank you for your patience, kindness and support.  We are honored that you choose BSVC to provide veterinary medical care to your pets. Please reach out to management if you have specific questions regarding any specific needs that you require.