



2448 Chenango Road
New Hartford, NY 13413
(315) 732-1300

www.burrstoneanimalhospital.com

Dear Valued Client,

We are writing to inform you of changes to our Emergency Service. In order to continue providing excellent care to our patients during regular hours, we are limiting our on-call/emergency availability. This change will take effect on November 13, 2017. We will continue to share on-call/emergency coverage with German Flatts Veterinary Clinic to provide emergency coverage until 9 PM each night. We are hoping that this still enables us to assist you when you get home from work and need some guidance and/or medical assistance. The same holds true for Sunday and holiday emergency coverage which we will continue from 8 AM - 9 PM. However, if you require emergency services anytime between 9 PM - 8 AM, we would recommend either of the clinics below:



Veterinary Medical Center of CNY

5841 Bridge Street
East Syracuse, NY 13057
315-446-7933
www.vmccny.com



Upstate Veterinary Specialties

152 Sparrowbush Road
Latham, NY 12110
518-783-3198
www.uvsonline.com

Participates in Trupanion Express

We would also like to provide you with these helpful resources:

ASPCA Animal Poison Control Center: 1-888-426-4435

If you think your pet may have ingested a potentially poisonous substance, call the hotline immediately. For the ASPCA to provide this service, the center is staffed by veterinarians 24 hours a day, 365 days a year so there is a \$65 charge for this call.

For clients with active memberships in Home Again Microchips:

Emergency Medical Hotline: 1-888-HOMEAGAIN (1-888-466-3242)

Choose prompt 2 to speak with a licensed ASPCA veterinarian for either a potential poisoning or other urgent medical question. There is no fee for this call. This service is included in your annual Home Again membership.

Resources to help prepare for financial emergencies:

Care Credit

Care Credit is a healthcare financing credit card that is accepted at our hospital and the hospitals listed above. Clients can apply online to receive an account number. The account can be used immediately if you are approved. (Please be advised that not all hospitals utilize every re-payment term offered by Care Credit, so it is best to check with the hospitals to see which specific programs they offer.) Learn more at www.carecredit.com.

Trupanion Medical Insurance

This medical insurance for pets helps cover expenses related to accidents, illness, and medical emergencies involving your pet. Pre-existing conditions are not covered so consider medical insurance for your pet BEFORE you have an emergency. Learn more at www.trupanion.com or call 1-888-733-2685.

Please contact us if you have any questions.

The team at Burrstone Animal Hospital