



2448 Chenango Road
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(315) 732-1300

www.burrstoneanimalhospital.com

Dear Valued Client,

The most frequent request we hear from our clients is the wish for expanded appointment availability. We are happy to share with you some steps we are taking to make that a reality. Saturdays are no longer for “urgent care exams” only. Since August, we have added a second veterinarian on Saturday mornings to accommodate our wellness and vaccine appointments! **Also, starting on January 2nd, 2019, we will be expanding both our weekday and Saturday hours. Monday through Friday we will be open until 8:00pm and Saturdays we will be open 8:00am to 12:00pm and 1:00pm to 5:00pm.**

Our primary commitment is to provide excellent care for our patients based on the greatest need of our clients and their pets as a whole. Historically, this need falls during the time encompassed by our expanded hours. **In order to provide this expanded coverage, we will be discontinuing all after-hours emergency coverage as of December 31, 2018.** After much consideration, and based on the patterns of after-hours calls, we believe our expanded hours will allow us to be open and available for most of our clients’ emergencies while still providing more scheduling flexibility.

New Hours of Operation (starting January 2, 2019)

- Monday, Tuesday, Thursday, Friday: . . . 8:00am-8:00pm
- Wednesday: 10:00am-8:00pm
- Saturday: 8:00am-12:00pm, 1:00pm-5:00pm
- Sundays Closed
- Closed on Major Holidays; December 31, 2018 closing at noon

If you do have an emergency outside of our extended hours of operation, we would recommend:



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

For more resources to help you determine if you need to seek emergency assistance and to help you prepare financially for pet emergencies, visit our website at www.burrstoneanimalhospital.com/important-information

Please contact us if you have any questions.

The team of Burrstone Animal Hospital