

Dear Midstate Clients,

Due to staff shortages, our small animal appointments will be markedly reduced this summer. We do not expect this to be a long-term problem, but the next few months are likely going to be very challenging, and I want you to know that we are going to be implementing several changes to help continue to meet the needs of as many of our patients as possible.

- First, we will be utilizing our LVT's and support staff heavily during this time and you may be seeing a lot more of them than you are used to. They have always played a vital role in everything that happens in the office but are likely going to have more face time with you, so the remaining doctors can continue to care for as many patients as possible.
- We are going to continue to prioritize sick visits so please be patient with us if we need to push out non-urgent appointments. To help you plan, we have changed our reminder system to notify you of any upcoming needs 3 months prior to due date and we highly advise planning well in advance especially if you will be travelling/boarding your pet this summer.
- At current, we are also not accepting any new clients and ask that you explain to your friends and family that we cannot add pets that are not yours to your existing account. Legally, it makes you financially responsible for that animal, it reduces pet care as we have difficulties getting a hold of the right person for follow up and decreases availability to care for your actual pets and all our regular patients.
- Lastly, we are going to work our hardest to have a doctor on-call every evening and weekend, but in the event that is not possible, you will always have access to speak with a licensed veterinary technician to help guide you.

We apologize for the inconvenience, and if at any time that you feel your needs are not being met, please ask to talk to a member of our management team and remember that receptionists on the phone are doing their best to help you and not to blame for any of this. We are dedicating ourselves to providing the same high-quality care to you that you are used to but anticipate that there will be bumps in the road.

Through the years I have had the pleasure of working with many of you and feel so fortunate to be trusted with the care of your pets, and valued as part of this greater community. I thank you in advance for your patience and understanding.

Ever grateful for all of our loyal clients and furry patients,

Jennifer Sun DVM