

A big thank you to all our clients!!



Our veterinary practice made a big shift over the last 2 years but you, our loyal clients, were rock stars! You were patient with us when our phones were always busy, you easily adapted to our curbside service and you embraced your remote visits with the veterinary team. We couldn't have navigated all the COVID restrictions without your generous support. We have been slowly moving towards a fully open clinic and look forward to seeing you in person and being able to catch up.

We have missed you!

Services Inspired by COVID

COVID forced us to rethink how we provide products and vet care. Some of these new strategies were so successful that we plan to continue them.

1. **Pick up area** - Our side door pick up area for prescription refills and food sales was a huge success. Call to order, pay over the phone and pick up your products at your convenience between 8:00 am to 5:00 pm Monday to Friday and Saturday 9:00 am to noon.
2. **Telemedicine**- Early in the pandemic our practice was limited to urgent care only but the College of Veterinarian of Ontario allowed us to perform virtual visits over the phone. For clients in remote areas or who are unable to transport their pets to the hospital, a telemedicine appointment can be a simple way to assess your pet's needs and provide treatment options in many cases. We are happy to continue to offer this.
3. **Vet Store** - Our webstore allows you to order products on line and have them delivered either to the clinic for pickup or delivered directly to your home. This includes pet food, treats, toys, kitty litter and grooming supplies. Register on line @ myvetstore.ca/nbah

Global veterinary care in crisis

You have read about it in the news. Veterinary care globally is in a crisis since the onset of the pandemic in 2020. Everywhere, passion for pet ownership and the resulting need for veterinary care has reached unheralded numbers.

Unfortunately, the availability of trained veterinary professionals has not kept pace and veterinary hospitals are struggling to meet the need. North Bay has not been immune to this. Like all vet hospitals in the North Bay area, your team at North Bay Animal Hospital is desperately trying to meet the animal care needs of our community. Our entire team has been working very hard every day to serve you and your pets with the quality of care you have come to expect from us. If your pet is sick we want to be there for you and continue to be able to provide prompt and complete care.

Presently, the demand is so large that our local humane society is requiring new pet owners to secure a regular veterinarian before they are eligible to adopt. This is putting a strain on their ability to find necessary homes for animals in need. At this time, North Bay Animal Hospital is the only clinic in our area trying to meet that need while continuing to serve our existing loyal clients like you.

We have realized that to stay physically and mentally at our best for all our patients during the day, we needed to find a better solution for the after hours emergencies for our patients. To that end, we have decided to partner with two excellent after hours services that can be available 24 hours a day when our clinic is closed (evenings and weekends). Our telemedicine partners at [Smart.vet](#) are your first line if you have an urgent care need. If you call our regular phone number you can be immediately connected to them. Trained emergency veterinary technicians and veterinarians are available to assess your need, provide a virtual exam if needed and even prescribe medication! How wonderful to have the convenience of a virtual house call. So far their care has been exemplary and most of the time they are able to provide treatment recommendations and, if needed, this can bridge your medical care until you can schedule an appointment with us promptly once our practice is open. If you have an immediate emergency they can facilitate the transfer of your pet to a full service veterinary emergency clinic with a 24 hour ICU, trained emergency specialists and emergency surgery facilities if required. These folks and their facilities are amazing and their care far exceeds the emergency care that our general practice has traditionally been able to provide - they have all the bells and whistles to provide the gold standard of emergency care.

Unfortunately, at present, we are not privileged to have a full service veterinary emergency clinic in North Bay, so the down side is that the drive to a full service emergency clinic will require you to travel out of our area. We know this may be a burden for some and we have not made this decision without 2 years of thoughtful consideration. We hope that you will be patient as we navigate this new normal and allow us the privilege of continuing to provide our best care for your pets during regular hours. Please feel free to contact us if you have any questions.