



## CAMBORO VETERINARY HOSPITAL

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April 15, 2010

Dear Client,

Camboro Veterinary Hospital has always taken pride in working with you to offer your pet the highest quality health care and provide new and unique services that enable you to make informed decisions about your pet's health and well being.

Now we are proud to announce **After-Hours Assurance™**. This newly designed program allows you to access our doctors, for phone consultation, during pet emergencies that occur during the week from 8 PM until midnight, Saturday 2-10 PM and Sunday/ Holidays 8AM to 10 PM. Our present "on-call" emergency service weekdays until 8 PM will not change. **After-Hours Assurance** is easy to access, and reasonably priced. When you believe your pet has an emergency, simply call our regular office phone number. The After Hours Assurance program will guide you to a brief answering system and then to a human operator who will gather your information, and page a doctor on your behalf if you so desire.

We understand that your emergency-related questions don't always arise between 9:00 to 5:00 and sometimes these concerns can mean the difference between life and death, or a good night's sleep for you. We also recognize the time, stress and expense of visiting a 24-hour emergency veterinary clinic, and have been seeking a satisfactory way to provide you after hours counsel. Now we have found it and you have an option. **After-Hours Assurance** provides you the opportunity to speak to one of the Camboro Veterinary Hospital doctors, who will call you back, listen to your concerns, and provide you with their recommendations to help your pet get the best care possible. These recommendations may include referral to a Pet Emergency Center for diagnosis and treatment. A \$30 consultation fee is all your **After-Hours Assurance** costs. Remember, this service will be available Monday through Friday from 8 PM until midnight, Saturday 2 PM to 10 PM and Sunday and Holidays 8 AM until 10 PM.

Our professional veterinary staff has always believed in providing consistent, quality care to our patients and our clients. By using **After-Hours Assurance™**, we can extend this high level of care that you and your pet deserve during crises that occur after hours. We recommend talking to a staff member today about how you can protect your peace of mind through **After-Hours Assurance™**.

Sincerely,

The Doctors and Staff of  
Camboro Veterinary Hospital