



A message to our loyal clients:

The past year has been filled with many challenges and changes for everyone. Here at Midwest Animal Hospital we have made adaptations with the intention of making things better for our clients and patients. Some of these changes have helped and others have not had the impact we wanted for our clients, patients, and staff. We have made the decision to make further adjustments with the same goal in mind - to make the experience at Midwest Animal Hospital the best it can be.

A positive, but challenging impact this past year has been a substantial increase in demand for our services. Unfortunately, this has caused lengthy wait times for clients and worked our team harder than ever before. We truly appreciate our clients and value our family of staff, therefore we have decided to take steps to make improvements that will allow Midwest Animal Hospital to continue its dedication to providing our animal patients with high standards of care. With that in mind, we will be trying something new for doctor and technician services that will take effect starting Monday, March 29th and proceed until further notice.

Doctor's hours will be as follows:

Monday-Friday: 8am-1pm, 3pm-6pm

*drop offs accepted from 1pm-3pm

Saturday: 8am-2pm

Sunday: 9am-1pm

Weekday doctors' hours will be from 8am – 1pm and resume from 3pm-6pm. We will be accepting drop off appointments between 1pm and 3pm. Doctors will focus on their medical cases during this time. The hospital will still be open at this time for all other services. We would like to encourage our Wellness Package clients to utilize the drop off services for the twice yearly comprehensive exams and vaccines.

If you have questions about our hours for the day, you can text us at 708-401-6146.

Hours for **technician** visits will be **8am to 6pm** Monday thru Friday, **8am-2pm** on Saturday and **9am-1pm** on Sunday. These visits are for nail trims, vaccines that a doctor does not need to perform, blood draws, suture removal, etc. This will help our staff better take care of your pets.

We want to be able to focus our full attention on our current clients, therefore, we will be limiting the number of new clients we accept at this time.

Current clients will still benefit from our walk-in services and the convenience of having their pets treated the same day their issue is noticed.

We have received some feedback from clients that have suggested that we start taking appointments. Many local hospitals have not been able to accommodate walk-in services because of their appointments being booked out for weeks at a time. Due to the number of clients we see on a daily basis and level of care we strive to provide, we feel it is best to stay with our walk-in only services.

As we implement these new changes we appreciate your patience and understanding. Midwest Animal hospital values it's loyal clients, dedicated staff, and the pets we are all striving to provide the best care for. Please feel free to reach out if you have questions.