

### THANKSGIVING DAY LONG WEEKEND

WDDC and the shipping companies will be <u>CLOSED</u> for business on Monday October 9, 2023. We will reopen for regular service on Tuesday October 10, 2023



Both locations will have staff to process orders that arrive over the long weekend. Any faxed, emailed or electronically sent orders received after 4:30pm on Friday October 6 and up until 12 noon Monday October 9, 2023, and that are eligible for pickup on the weekend, will be processed and shipped. Exceptions include large oversized orders needing to be shipped via non ATS dedicated truck eg: food orders, and points without weekend carrier pickups from WDDC facilities. These will leave the Edmonton & Winnipeg facilities on Tuesday October 10, 2023.

This weekend service is available to majority of clinics in AB, SK, MB & BC. For confirmation whether your clinic has carrier service pick up on Monday for Tuesday delivery, please contact WDDC's Customer Service Department at 877-746-9332 or mservice@wddc.com for more information.

# THE NEW STANDARD

Redefine patient care with Animal HealthLink



Animal HealthLink offers veterinary practices a trailblazing triage service that seamlessly integrates into your phone tree. We work as an extension of your hospital's team, ensuring that your clients receive exceptional support for their pets' health needs while also reducing the workload on your team.

Once integrated, when a patient calls after hours, an RVT will perform a thorough triage, ensuring that your patient is assessed promptly.

In non-urgent situations, we are able to manage and defer the case until regular business hours. In true emergency situations, our seamless process sets the hospital team up for success with comprehensive logistics, communication, and reporting.

Our experienced and licensed team has set the standard of care for triage and utilizes exclusive algorithms to efficiently triage phone calls, quickly assessing the urgency of the situation and determining the appropriate next steps.







# NEED FRONT-END SUPPORT?

ACCESSIBLE REMOTE CLIENT CARE SUPPORT WHENEVER YOU NEED IT



- **©** 519-439-8870
- fla@vetgo.ca





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## **HOW CAN VETGO HELP YOUR PRACTICE?**

#### FRONT-END SUPPORT

Remotely answer incoming calls
Provide regular or locum support
Respond to emails/social media messages

#### **CLIENT OUTREACH**

Drive Traffic to your E-commerce site
Callbacks/Follow-up post-surgery or treatment
Parasitology/Heartworm/Vaccine reminders

#### **BUILD A STRONG DIGITAL PRESENCE**

Social Media Posts, Website Updates, Blog Posts, Newsletters, Google Ads

EMAIL US TO SET UP A FREE CONSULTATION fla@vetgo.ca



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Short on staff.. need a receptionist... want to register clients to your ecommerce site but have no time... pay a *low hourly rate* to achieve all of these things and more!

WDDC Members receive discounted pricing through our Affinity Program with Vet to Go. It costs you nothing to ask what they can do to help your practice today.