

## **We are here to help, please be nice!!**

Thank you very much for choosing North Hills Animal Hospital for your veterinary needs. We are all elated you are here and we value you as our customer.

The veterinary profession is extremely stressful and highly demanding. With thousands of customers in our data base things sometimes can get a bit complicated. While every one of us take great care to details so our operations run as smoothly as possible.

As humans, sometimes we forget to return a call, to place an order, to have a prescription ready, to make that appointment. Although does not happen often it happens and it's just part of being a human in a stressful profession.

If for any reason we make a mistake, we are here to help and we will do everything in our power to make it right for you. However, please be nice. Being rude and demeaning with the staff only delays the process and creates unnecessary stress and anxiety among staff members. The staff members are highly educated employees who deserve respect and consideration.

When you're understanding and polite your issue will be answered quicker and most likely you will get a courtesy discount or a courtesy service from the hospital and the staff members will be grateful.

Our mission is to ensure that every one of our valued customers leave the hospital happy.

We are here to help and we are all happy to do so!

Dr. Yanneth Shuykin DVM  
Dr. Juan Echeverry DVM  
Danni Stroud- Veterinary Technician  
Morgan Watkins- Veterinary Technician  
Kassiel Serrano- Veterinary Technician  
Manuel Gonzalez- Veterinary Technician  
Gail Gaither- Receptionist  
Leslie Long- Receptionist