

Tri-State Spay/Neuter Clinic & Tri-State Veterinary Clinic
Frequently Asked Questions (FAQ)
Phone (828) 837-4500 or Email: tristatespayneuterclinic@gmail.com

Question: What happens after I sign up?

ANSWER: *Your form goes up to Tri-State Spay/Neuter Clinic (TSSNC) staff who record your information and calls you within 2-3 weeks to schedule a surgical date. However, if you don't have voicemail set up, we then try to email you. If you don't get a call or email from us within 3 weeks **IT IS UP TO YOU** to call TSSNC directly at 828-837-4500 or email us at TriStateSpayNeuterClinic@gmail.com to get your surgery scheduled*

Question: Why does it take 2-3 weeks or longer for TSSNC to call me for my surgical date? That seems too long.

ANSWER: *There are some weeks where over 100 animals sign up for Spay/Neuter with us. We are the only Low Cost Spay/Neuter Clinic in the Tri-State area and the demand for our services is at an all-time high. We are doing all we can to find an additional surgeon(s) to help with the backlog. Please be patient with us.*

Question: How is it that you can provide such a low cost for Spay/Neuter?

ANSWER: *Humane Society of Blue Ridge (a local 501c3 charity) pays the difference for you. For example: You sign up to get your female dog spayed. You may only pay only \$40-\$60 but the cost of the surgery is \$200.*

Humane Society of Blue Ridge pays the extra \$140-\$160 FOR YOU....and often times they pay even more if you have a larger dog.

Question: Why can't you just open more days or get more staff and speed things up?

ANSWER: *There are many reasons.... and believe me we are trying.*

- 1. There is a national veterinarian shortage so getting additional veterinarians is extremely challenging.*
- 2. COVID has caused a shortage of those who want to work in all fields including ours.*
- 3. We have limited space so each day there needs to be the right balance of male and female small, medium, and large dogs and male and female cats.*
- 4. We will never compromise the high quality of care we give each pet just to do more or speed things up.*

Question: I can't wait or don't want to wait that long, what are my other options?

ANSWER: *Most veterinary clinics and hospitals can do spay/neuter surgeries and might be able to get you in sooner. However, you will need to pay Full Price, whatever their price is, and it will not be subsidized by Logan's Run Rescue. We encourage you to call around and get some quotes and make your own decision to wait or go somewhere else.*

Question: Can I get my pet caught up on their vaccinations on the same day as surgery?

ANSWER: *Yes, you sure can. On the day of surgery, a veterinary technician can tell you pricing on that. Usually if it is just a routine annual vaccinations & exam it is only \$99.*

Question: Can I make an appointment for my pet to see the Veterinarian? In other words, do you do more than just spay/neuter?

ANSWER: *Yes, and Yes. Besides the spay/neuter clinic, we also have a regular veterinary clinic which sees 20-30 appointments a day. We see animals for routine annual visits and vaccinations and for sick visits when your pet is not feeling well. Just call 828-837-4500 for an appointment.*

Question: What if I have other questions?

ANSWER: *Just call 828-837-4500 or email: TriStateSpayNeuterClinic@gmail.com. Do NOT contact Logan's Run Rescue; they will not be able to help answer your questions.*

Q. What if I cannot make my surgery date?

A: If you are unable to make your appointment, please reschedule with Tri-State Spay/Neuter Clinic by calling (828)837-4500, 48-hours prior to the scheduled date of surgery. If you miss your appointment and fail to notify TSSNC, within 48 hours, a rescheduling fee of \$40.00 (per pet) will be charged by the clinic before you are given a new date and your initial fee to sign up may be forfeited. THERE ARE NO REFUNDS.

WHY HAS MY VETERINARIAN BEEN SO BUSY?



There have been a few things that have changed due to COVID-19 in veterinary hospitals nationwide.

MORE PATIENTS PER VETERINARIAN

- Increased pet adoptions during quarantine.
- More interactions = increased owner awareness.
- Increased anxiety (for pets and owners).
- Pets needing “catch-up care” (post-2020 care).



AND . . .



LESS STAFF AVAILABILITY

- Increased workload-to-staff ratio.
- Workplace illness protocols have changed.
- School and daycare closures or homeschooling.

WHAT HAS STAYED THE SAME?



- Our love of this profession and commitment to providing the highest quality of medical care to your beloved pets
- Our connection to our patients and their owners

Here's how you can help us help you

- Please realize we can no longer always fit in same-day cases once we reach capacity. We may reluctantly need to refer you to an emergency clinic for same-day urgent or emergency care.
- Please schedule routine exams and procedures well in advance.
- Please treat our staff with kindness, patience, and understanding.