

**Michelle Floris**  
Veterinary Outreach  
Representative

## HERE TO SUPPORT COMMUNICATION BETWEEN YOUR PRACTICE AND OURS

### MICHELLE'S COMMITMENT TO VETS

"My commitment to veterinarians and their staff is to listen to their questions and concerns and to provide them with the information they need to feel comfortable trusting BBVSH with their valued clients."

### ABOUT THE ROLE

We built our specialty, emergency and critical care hospital in Langley to be a resource for veterinarians like you. We see ourselves as working together with primary veterinarians with a common goal of taking care of clients and patients.

Effective teamwork depends on open, respectful, two-way communication between teammates. The Veterinary Outreach Representative role exists to create smooth communication between our hospital and yours. A link to share information and a lever you can pull on to smooth out any wrinkles impacting your practice, your clients or your patients.

### BENEFITS FOR RDVMs

You can count on Michelle, our Veterinary Outreach Representative, to:

- **Solve problems:** Resolve any concerns, complaints or issues regarding a case you have referred to us.
- **Communicate:** Create clarity if something is unclear (for example, pricing information, current appointment availability, how to share records, how our referral process works, etc.) and keep you up-to-date on BBVSH's services.
- **Listen & Advocate:** Really listen to your feedback and advocate on your behalf within BBVSH in the most constructive way possible.

### ABOUT MICHELLE

"I am proud to represent a company that is committed to a spirit of partnership with our referring vet community and always places the interests of the patient above all else."

**Michelle Floris**

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Download brochures and request printed client materials at: [bbvsh.com/outreach](http://bbvsh.com/outreach)

### STAY IN THE LOOP

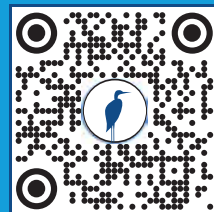
- Get our Heron Hot Sheet; our email newsletter for RDVMs with relevant, summarized information about the latest at BBVSH.
- Encourage key personnel in your practice to sign up at [bbvsh.com/hotsheet-signup](http://bbvsh.com/hotsheet-signup) or scan the QR code below.

### GUIDE YOUR CLIENTS

Here are some suggestions to help guide your clients (particularly during a life-threatening emergency):

- **After-hours messages:** Add BBVSH's contact details to your after-hours voicemail, etc.
- **Website link:** Add a similar message and a link on your website to our website ([bbvsh.com](http://bbvsh.com)).
- **Directions Postcards\*:** Provide clients with a printed postcard with clear directions and a map to BBVSH's hospital.
- **Fridge Magnets\*:** Provide clients with a fridge magnet so that they have BBVSH's contact details at their fingertips should their pet ever experience a life-threatening emergency.
- **Window Cling\*:** Place a BBVSH window cling on your practice's door or window

\*Reach out to Michelle to request printed materials.



SCAN TO SIGN UP FOR  
THE HERON HOT SHEET