

[Practice Name] Admittance and Check-Out during COVID-19 (Coronavirus)

Veterinary care is an essential part of our community and we want to assure you that our hospital is open and will continue to provide services at this time. We also want to work with you and our staff to limit direct contact in order to focus on safety for everyone during this pandemic. Accordingly, we ask that you follow the below steps for the safety of all:

- **Drop-off appointments** are encouraged at this time to help us reduce exposure for one another. A nurse will come to your car to bring your leashed or contained pet into our clinic and discuss any concerns you may have about your pet.
- **Upon arrival at the hospital**, please remain in your vehicle and call us. After receipt of the call, we will check you in as soon as possible from outside the hospital.
- **If you need to pick up food or medication**, please call in advance and make a payment over the phone, if possible. Upon arrival, remain in your car outside the hospital and call the front desk. We will deliver your order to your car as quickly as possible.
- **If you are not feeling well or may be at risk of exposure to coronavirus**, please ask a healthy friend or family member to transport your pet to the hospital on your behalf.

At [Practice Name] we have various ways to help care for your pets without a trip or call to the hospital.

1. **Text Messaging:** You can send and receive texts and photos with us. Texting is only available during operating hours, response times vary, but we will do our best to respond quickly.
2. **Home Delivery:** Pet food and medications, including prescriptions and refills, can be ordered through our Online Store. Visit: (ONLINE PHARAMACY LINK)
3. **Medical Records:** You can access all your pets' record through VitusVet app. First, make sure that we have a correct Email address on file. Then download the VitusVet app to quickly manage your pet's care with ease and confidence.

Our goal is to keep our essential services available to the communities we serve and be there for you and your pets. Thank you for your cooperation and for doing your part in helping to keep pets and people safe, and please don't hesitate to call with questions.

We anticipate our phone lines will be busier than usual, and therefore, we appreciate your patience!