

Dear **[Practice Name]** Clients,

As things progress with the COVID-19 pandemic, we all may be making daily changes. The situation is changing very quickly. Please check with us by text or phone if you need to schedule or have an upcoming appointment.

Of utmost importance is the health and safety of our team, our clients, our community and our patients. Following the guidelines recommended by the [Centers for Disease Control and Prevention](#), this is our current plan:

We will be open for business.

In order to minimize exposure and risk we will be encouraging car-side and drop-off appointments.

Car-side appointments:

1. If we do not greet you in the parking lot, please text or call us when you arrive.
2. We will have a team member take a brief history by telephone or through the passenger side window in order to maintain social distancing.
3. The team member will then take your pet into the hospital for the physical examination.
4. The doctor will call or video chat with you about the recommendations.
5. We will perform the services that you approve and bring your pet back to your car.
6. Payment will be collected by telephone.

Drop-off appointments:

1. Again, we will greet you in the parking lot and take your pet into the hospital.
2. This can be done in the morning or at a specific time as determined when you schedule the appointment.
3. A team member will collect the history by telephone or in the lobby, following appropriate social distancing
4. The doctor will discuss recommendations with you and perform the services that you approve. We will contact you when your pet is ready to go home.
5. Payment will be collected by telephone.
6. We will return your pet to your car.

Medications and Products:

We will gladly bring medications and pet food to your car. Please text or call us from your car when you arrive so we can take care of that for you.

We welcome your feedback and will do our best to continue to provide the best service and care for you and your pets.

Sincerely,

Your **[Practice Name]** veterinary team