

Last Updated on 6/24/20:

Dear Valued Client,

We understand that many of you are undergoing hardships related to the coronavirus (COVID-19) and we would like to let you know what we are doing to continue to offer care to your pets while maintaining a safe environment for you, your pet, and our staff. As usual, we keep our hospital clean and disinfect regularly. We have increased the frequency of disinfecting especially in the client areas to help prevent spread of disease. Our staff is trained to wash hands thoroughly between each patient and we provide hand sanitizer as well as soap and a clean handwashing sink in the restroom for our clients. Our front doors will be locked and we are only allowing clients into the building under special circumstances (i.e. euthanasia).

Here are some basic guidelines we are implementing to keep everyone safe:

If you are ill, or have been exposed to the coronavirus, and your pet needs care, here are some options:

1. If your pet needs routine care (annual checkups, nail trims, non-urgent appointments), please reschedule at a later time.
2. If your pet is sick or needs care for a medical issue, please have a friend or family member bring in your pet and let us know ahead of time. We may need to contact you to get a history and to authorize treatment of your pet. Please understand your pet may have virus from you on its fur and we will need to take special precautions to avoid spread of disease to our staff members.
3. Have your friend or family member follow the steps below when they arrive.

If you are not sick and have no known exposure, we are happy to see your pet. Many of you may want to schedule routine appointments for a later time. If you do make an appointment, consider the less busy days (Tues-Thurs, mid-day). Here are the steps to follow to minimize spread of disease:

1. Call us when you arrive, so we can check you in over the phone. You are welcome to wait in your car or outside your vehicle. When we are ready to see your pet, the Doctor or Technician will call you on your cellphone to discuss your pet's needs and current health. They will then direct you as to where to bring your pet to transfer him/her to us inside. Please maintain a six-foot distance between yourself and staff members, other clients, and their pets. We also request that you please have your cellphone with you and available to communicate with us as there will be no other method of communication with you and please wear a mask when interacting with our staff outside.
2. When we are ready to bring in your pet, dogs will be taken in by an assistant at the gate at the back of the hospital and small animals in carriers will be taken in at the front doors of the hospital. Please wipe down your pet's carriers with a disinfectant wipe or wash with soap and water prior to having our staff handle the carrier. Please be sure the carrier is securely closed.
3. Once your pet's exam is completed, the Doctor or Technician will call you with an update. All charges will be completed by credit card over the phone in order to reduce contact. We will call you when everything is ready and when your pet is ready to be brought back to you.

In some cases, we can provide a telemedicine consult for the same fee as an office visit (via phone, skype, or other form of video or at least audio consultation) if we currently have a valid Veterinarian-Client-Patient relationship. The consults will be scheduled during a regular office visit time.

If you need to pick up medication or food, please call at least 24 hours ahead for medication refills, and a week ahead for special order foods. Call us when you arrive so we can help you more efficiently. We are happy to take payment over the phone with a credit card. We also can mail medications to you.

Please be safe and take precautions! As the situation changes, we will need to update our recommendations as often as necessary to keep safe. Please do not hesitate to call us or email us with any questions or special concerns. Here is a link to a reputable resource so that you can be informed on COVID-19 as it pertains to your pet. <https://veterinarypartner.vin.com/default.aspx?pid=19239&id=9548687>

Sincerely,

The Doctors and Staff at Hatton Veterinary Hospital