



3/23/20

Dear Valued Friends,

We hope this email finds you safe and well. Our primary concern has been, and remains the health and safety of our staff, clients, and patients. Veterinary Hospitals are an essential business, and are critical to animal, and public health. We consider pet injuries, illnesses, vaccinations, and parasite protection all essential to protecting pets and humans. There may be elective procedures that we may consider postponing until the current risk subsides. Our doctors will work with you on deciding what is best for your pet.

We thank you for your continued cooperation in minimizing the risk associated with spreading COVID19. In an effort to increase safety for you and our staff we are going to implement curb-side, or drop off appointment protocols. This allows us to care for your pet while allowing you to maintain strong social distancing. We ask that you would call the clinic at 509-928-PETS (7387) when you arrive. We will take your pet's history and your concerns over the phone. A staff member will come to your car and bring your pet inside for their exam. After the exam is complete we will discuss exam findings and any needed treatments via phone conversation. We will take your payment over the phone as well, and deliver your pet back to your car. If you are uncomfortable making your payment over the phone, you may come inside to make your payment. However, we do request that you do not enter our building if you are experiencing any flu like symptoms.

Need food or medication refills? Consider using our online store for these items. You can visit our online store at:

<https://petvethospitalandwellnesscenter.securevetsource.com/site/view/site/view/HomeDelivery.pml?retUrl=http://www.petvet.org&cmsTitle=PetVet%20Hospital%20and%20Wellness%20Center>

These items can then be mailed directly to your home. If you sign up for autopay you can enjoy free shipping. Royal Canin and Hill's-Science Diet both offer great discounts for first time purchases. The prices are competitive with all other online stores. If you do need to make in house purchases, please call us ahead of time. We can have your purchase ready in advance and can take your credit card information over the phone.

This is a challenging time for everyone, and we appreciate your support in our efforts. We are here for you.

Thank you,

Dr. Clark, Dr. Schulken and the entire team at Pet Vet Hospital and Wellness Center