

DFPC UPDATE 06/03/20

Hello all! I hope this finds you safe and healthy. I wanted to let you all know that as of this week (June 4, 2020) we will be completely closed on Thursdays until further notice. This means that there will be no one in the office to take calls or to get up medications or prescription foods. Please be prepared to call in your prescriptions well ahead of when needed so you don't run out.

We had to make this decision due to our staffing concerns. We hope once we are able to get new team members we will be able to open back up on Thursdays, but this could last through the end of the summer. Thank you for your patience and your loyalty to our hospital! We are doing everything we can to navigate through these difficult times and take care of our patients and our team!!

Sincerely,

Cheryl D. Good, DVM

Medical Director, Dearborn Family Pet Care

dfpcfrontdesk@gmail.com

313-561-5920

Hi Everyone!

I know that we just posted our update regarding Gov. Whitmer's new order. My team is already fielding calls regarding getting our patients in for routine appointments. Please know that we will do our very best to get everyone scheduled as soon as we possibly can. Keeping our patients current on vaccines and healthy are our concern as well as yours.

Again, we are not able to see the usual amount of patients per day due to physical distancing and doing curbside/concierge service and our decreased amount of team members in the building at one time. Our schedules are booking up very quickly, and we are working to be fair and congrisent of maintaining open appointments for urgent care and emergencies so we can see as many of our patients as possible. If you need a routine/wellness appointment please be aware that these appointments may have to be booked into June/July.

We also have a list of patients who we had to reschedule their spay/neuter/routine dental appointments back when the governor told us we couldn't do these procedures. The patients on this list will be given top priority when scheduling these procedures, so any new spay/neuter/routine dental procedures may have to be booked into July/August/Sept. Please be patient and kind when speaking to our team members on the phone, as we are here to help and are doing everything we can to schedule our patients appropriately.

Stay Safe and Healthy!

Sincerely,
Cheryl D Good, DVM
Medical Director, Dearborn Family Pet Care
313-561-5920
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DFPC Update 052120

Good morning everyone! We hope this finds you safe and healthy! This morning, Gov. Gretchen Whitmer rescinded Executive Order 2020-34, allowing veterinarians to perform any and all procedures. The new order (Executive Order 2020-97) takes effect Friday, May 29. We are all very happy to hear this good news!!

As all of you know, in addition to changing what procedures we were allowed to perform, our hospital created new protocols and procedures surrounding cleaning and disinfecting our hospital, helping to keep our team safe by implementing taking temperatures and disinfecting ourselves before each shift, not allowing clients into the hospital unless it was for end of life appointments, and using curbside/concierge service only for taking in our patients for their exams and for delivery of medications and supplies. We continue to only take credit/debit card payments over the phone (touchless) for your safety and convenience. We have also been utilizing our telemedicine app, TeleTails for many of our patient and client's questions and consultations. Due to these safety protocols, we had to increase the time for each appointment, thus decreasing the number of patients we are able to see each day.

Even though we will soon be able to perform all procedures in the hospital, we will continue to implement all of our safety procedures, including curbside/concierge service. We are currently working on a plan to open up our front office to admit clients, but this may not actually happen until July or later. When we do finally open our doors to clients, we will be requiring only one client at a time, clients will have to wear face masks, physical distance from each other, and stay in their vehicle until called into the office. There are more to this plan in discussions and when we do open we will post the list of requirements. Everything depends on the state of this pandemic and what we see happening in the upcoming months. Our team and our clients' safety is our top priority in all that we do, and we hope that you understand and will continue to be patient with us as we continue to navigate these unchartered waters to be able to stay open and take care of your fur kids!!

Stay safe and healthy out there!

Sincerely,
Cheryl D. Good, DVM
Medical Director, Dearborn Family Pet Care
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