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

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DFPC Cares Update 04/28/20

Hello everyone! Another update for you during this crazy time of Covid-19 and social isolating with physical distancing. We are still unable to perform routine surgeries or see patients for routine wellness exams or routine nail trim only visits. We have had to decrease the amount of patients we are able to see in a day due to the increased time it takes to do curbside/concierge service for your safety and ours. Incredibly we have been extremely busy with urgent care and required vaccination exams and will be working diligently to be able to help all of our patients who need us.

We have seen an increase in our telemedicine exams via TeleTails, and this has really helped in our desire to help as many of our patients as possible!

Another unfortunate issue we are seeing at our hospital is the construction that has begun on the sewer system on Westwood and our alley. This has caused us to lose 50% of our client parking lot. Fortunately we have been able to park many of our team vehicles elsewhere to open up some spots for our clients on the west side of our building. Make sure when you arrive, call our team to let us know you are here and which lot you are parked in so we can find you. We apologize for this inconvenience and for the loud noise and banging that will be going on for the next number of weeks as the city works to upgrade the sewer system.

I hope this finds all of you well!!

#staysafe #stayhealthy #essential #essentialbusiness #weareallinthistogether

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DFPC Cares: Update 4/7/20

I hope this finds all of you healthy and safe. Our team at Dearborn Family Pet Care takes all of our community's health and safety seriously and continues to do everything we can to protect our team and our clients while still being able to take care of our patients. We appreciate our clients being patient with us as we navigate this new normal in order to stay open and stay healthy.

The main changes with our hours of operation is that we no longer have a doctor in the hospital on Thursdays. We will be open on Thursdays to take phone calls and allow food and medication pick up from 1pm-5pm. We are still open on all of our other regularly scheduled days to see patients and for food and medicine pick up.

Mondays continue to be our busiest day and we will have two doctors on that day, but we will only have one doctor on Tuesdays, Wednesdays, Fridays and Saturdays. The doctors will be available for Tele-Health consultations via video chat on our TeleTails app. Please download the app onto your smart phone and use the code DRGOOD to get into the system.

We are really trying our best to help all of our patients and their parents at this scary time.

Sending positive vibes to you and yours,

Cheryl Good, DVM

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