

To our valued clients;

We wanted to update you on the most recent developments in regards to COVID 19 and our operations at the Groton City Animal Hospital. Currently veterinary practices are listed as essential businesses and will be allowed for the time being to stay open. That said, we are all being asked to limit our services to urgent/emergent care only to both minimize the risk to our staff and clients for transmission but ALSO to conserve supplies. There are veterinary hospitals that are sharing PPE and more critical items like ventilators (!) with human hospitals. Yes folks, it IS that serious. So if you have a routine appointment scheduled with our office in the next few weeks (including surgery) you will be contacted to reschedule that appointment. If you are in need of care for your pet please don't hesitate to call our office, we will do our best to see your pet. If you are not feeling well or your house is under quarantine please let us know at the time you call our office. We will do our best to triage your needs over the phone and may develop a plan to see your pet if absolutely necessary or dispense medication if possible. We are for now open our regular hours, this also may change in the near future.

IF YOU NEED MEDICATION: Please call ahead to order medication. You can pay for medication over the phone by credit card or if you prefer we can give you a total and you can have a check ready when you arrive. When you arrive to pick up the medication please **WAIT in your car in the parking lot**, call our office number (607)898-4482. We will take your payment over the phone if needed and a staff member will bring the medication and a receipt out to you.

IF YOU NEED PRESCRIPTION FOOD: Right now we do have some prescription diets in stock but our deliveries have been delayed in many cases so PLEASE call **WAY** ahead for any food needs. In many cases we will see if we can transition over to having you order diets direct on line. Purina and several other companies are offering attractive shipping terms especially with autoshop programs.

IF YOU HAVE AN APPOINTMENT: Please **WAIT in your car**, give us a call on our regular number (607)898-4482, we will take a full history over the phone and obtain a number the doctor can call you on when we have finished looking at your pet. If you have a cat please make sure they are securely contained in a carrier or a well-fitting harness and leash and a staff member will come get the cat from the car then deliver it back to you after the visit. If you have a dog we will let you know when we are ready and have you bring the dog into our entry way to be turned over to a staff member at which point you can return to your car and we will contact you to have you come back into the entry way when we return the pet to you. Please be patient with us, this process is a bit cumbersome and takes some time but is our best practice to keep everyone as safe as possible.

Large animal services will continue to be available. We are scheduling some routine spring visits but are stretching them out to not see too many clients in one day. When we come see your animal we will try to have a technician with us that will hold the animal for us to maintain our "social distancing" as best possible. Again, we do ask that if you or someone in your household is ill and you have a routine appointment please call to reschedule your appointment.

Thank you in advance for your understanding. We understand how difficult it is to not be with your pet while being examined or treated and we are also adapting to this new dynamic as well but we are doing everything we can to keep everyone as safe as possible. Also we are willing to make exceptions for some of our patients who have behavioral issues or for euthanasia appointments. Please do not hesitate to contact our office if you have any questions or concerns. Please also remember that email and text messages are not monitored out of regular hours but are a great way to contact us for non-urgent inquiries.

Again, thank you! Together we will get through this.

Drs. Baxendell, Dart and Austin and all the staff of the Groton City Animal Hospital.