



March 17, 2020

Updated Hospital Procedures During COVID-19 Outbreak

In an effort to reduce the spread of COVID-19 to our team and community, we will be modifying our business operations in the following ways:

We are requesting reducing care to VIRTUAL exams for minor illnesses and concerns for all established clients. We will offer video calls through Facetime, Google DUO or Skype, based on your preferred platform to evaluate your concerns. Our normal exam fees will apply. These virtual exam services will be included in all wellness plans. If it is determined the exam is beyond the scope of a virtual visit, and the patient must be seen in the hospital, an additional exam fee WILL NOT be charged. These appointments must be scheduled.

We will offer local medication delivery for individuals on home quarantine for an additional fee, as well as encourage use of our online store for refills. We request that for prescription refills, payment is made in advance at the time of your request, to minimize duration of contact when picking up at the office.

Wellness exams may be postponed in the immediate future as current events continue to evolve, however time sensitive booster vaccines (3weeks/ puppy series) can be performed in the parking lot, to minimize traffic within the hospital.

If you are sick, and your pet needs emergent care, we ask that a healthy care taker bring your pet to us for a drop off exam; if you need assistance, please call so we may help accommodate for you and your pet's needs.

If you are in our parking lot, needing assistance, you may log into our wifi in order to call into the hospital.

CrowHillVet_guest_2.4

Password: lovepets

We sincerely hope everyone stays healthy during these trying times,

Sheila RiceWatkins DVM and the Team at Crow Hill Veterinary Hospital