

COLLINS HOSPITAL FOR ANIMALS COVID-19 RESPONSE

EFFECTIVE DATE March 18, 2020

To Our Valued Clients,

Collins Hospital for Animals is taking steps to prevent spread of the Covid-19 virus. Exam room tables, equipment, and all doorknobs are being sanitized after each appointment is completed. Our staff is using hand sanitizer and washing with antibacterial soap and warm water.

Until further notice we will not be accepting any dogs for boarding in case things worsen and we are forced to officially close the practice. We are still accepting cats and exotic pets for boarding, but that could change at any time. We are also not performing any elective surgical or anesthetic procedures at this time unless authorized by a doctor.

If you are having any symptoms of illness, have potentially been exposed to COVID-19, or you have travelled in the past two weeks, we ask you not to schedule any routine care with us at this time. In the event your pet has an urgent need or emergency, we would request you have someone else bring in the pet. If that is not possible, we would ask you to remain in your car and a technician will retrieve your pet. Detailed arrangements will be discussed by phone prior to your arrival.

For appointments, clients have the option to wait outside to prevent crowding in the waiting room. You may also remain outside or stay in your car while your pet is examined if you prefer. If you choose to be in the exam room, we ask that you have a seat and allow the doctor and technician to handle your pet. We are encouraging drop off appointments to minimize risks to both our clients and staff. This would involve dropping off your pet in the morning and picking up later in the day. Please call ahead to arrange.

For clients who elect not to enter the practice, we can accept a credit card payment over the phone and your receipt will be emailed to you. We will get medical history from you via phone, fax or email, and our doctors will communicate with you via phone or email.

We are grateful to be able to provide veterinary care and service to our clientele during this difficult time. We will continue to closely monitor the COVID-19 situation and will adjust our plan as needed. We want to thank you for your patience and cooperation. Feel free to contact our office if you have any questions or concerns.