

Updated Appointment Policy for Clients The Animal Hospital of Lynchburg during COVID-19 Pandemic  
\*\*\*Effective Immediately (March 20, 2020)\*

Dear Client,

At The Animal Hospital of Lynchburg, the health and safety of our patients, our clients, our team members and our community are our top priorities. Based on recent recommendations of the American Veterinary Medical Association (AVMA), effective immediately, we have decided to limit patient care to acutely ill animals and/or emergencies.

In order to continue offering our services and to keep within the recommendations and guidelines set by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) regarding the transmission of COVID-19, we are making the following changes to our client protocol today and lasting for as long as the recommendations are in place.

\*\*\* NOTE: If pet owners refuse to follow these new protocols - they will be asked to reschedule for when the guidelines are no longer in place. \*\*\*

Our new client protocol is as follows:

1. In order to protect the safety of our team, our doctors and other clients, we must insist that all clients showing signs of illness that can be associated with COVID-19 (cough, fever, etc) remain at home. Please have a healthy family member or friend bring your pet to our hospital.

2. We are requesting that pet owners do not to enter the building, in order to maintain the recommend 6 foot separation/contact distances recommended by the CDC.

3. Prior to your appointment, please ensure that you have completed our SICK PET QUESTIONAIRE, available on our website.

4. When you arrive for your appointment, you should contact our office (434) 845-7021 to alert our team that you have arrived. Please remain in your vehicle; our staff will come to you to bring your pet in for his/her appointment. Our staff will be wearing masks and gloves for everyone's protection. Please keep doors closed and windows rolled up, only crack as necessary to communicate.

All dogs MUST be properly leashed and all cats MUST be in a carrier.

5. You may drop off your pet (drop off fee will be waived) or you may remain on-site in your vehicle during your pet's appointment.

6. If any additional information is needed prior to performing our diagnostics, or any additional tests are needed beyond the examination, a team member or doctor will contact your via phone.

7. Once your pet has been fully evaluated, the doctor will contact you - via phone - to go over our findings, recommendations and answer any questions you may have. Your call will then be transferred to a client service representative that will collect payment via credit card. We will not be able to process payment requiring a PIN number.

8. Medications dispensed in house will be brought out to you with your pet when examination, diagnostics and treatment are complete. All prescriptions can be filled by our online pharmacy (Vets First Choice- link is available on our website) or can be faxed or called in to the pharmacy of your choice.

We will be reaching out to clients who have previously scheduled appointments for preventive care and elective procedure to ask them to reschedule. Examples of preventive or elective procedures include: annual examinations, vaccinations, spays/neuters, and routine dental cleanings.

Puppies or kittens who have started their initial vaccination series will continue to be seen for their boosters as these are time sensitive to insure there is no lapse in their protection.

We will continue to strive to offer the same great service while minimizing risk for all parties at this time. We will continue to monitor the situation and communicate any changes.

Thank you for your patience and understanding and please let us know if you have any questions or concerns.

Warmly, The Animal Hospital of Lynchburg