



Dear Pet Parents,

At VetMED, the health and well-being of your pet and family are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to remain open 24/7 for emergencies and continue uninterrupted specialty care.

We are taking additional steps to keep patients, clients, and employees healthy and safe, including:

- In addition to the rigid cleaning and disinfecting protocols already in place, we have increased the frequency of our cleaning practices.
- In the hospital, visits will be approved on a case-by-case basis at doctor discretion with a maximum visit time of 15 minutes no more than twice a day.
- Employees who feel ill are instructed to stay home and contact their doctor.

If you are feeling ill, we ask that you please call us before traveling to the hospital, so we can either reschedule your appointment, or in the case of an emergency, provide information on what to do upon arrival at the hospital.

We are closely monitoring the guidance from the Centers for Disease Control and local authorities regarding the spread of the virus to ensure that the actions that we are taking are comprehensive and appropriate.

If you have any questions, please call 602.697.4694.

Sincerely,

Stephanie Foote, DVM, DACVS
Hospital Director
VetMED
602.697.4694