

Greetings Clients and Patients of Two Rivers Veterinary Hospital,

In this uncertain time due to the Coronavirus (COVID 19) we want you to know that we care about you and your pets. Safety of our doctors and staff, as well as clients, is our top priority. In order to continue offering our services and to keep within the Centers for Disease Control (CDC), World Health Organization (WHO) and American Veterinary Medical Association (AVMA) guidelines, we are making the following changes to our clinic visit protocol starting Monday, March 23rd and lasting for as long as the recommendations are in place. These steps are necessary to keep staff, doctors, animals, and clients safe, while continuing to provide patient care.

We are asking clients experiencing flu-like symptoms such as fever and cough, or those who have traveled by air or cruise, and those who have been exposed to anyone with flu-like symptoms in the last 14 days to please call and reschedule. If you are ill and your pet is ill, it may be possible to do a phone consult (telemedicine) with our doctors.

TRVH will be implementing a car-side service protocol to minimize the exposure between humans in our hospital. Staff will be meeting clients in the parking area and clients will not be permitted to enter our premises except for urgent end of life care situations.

- When you arrive at the hospital please park in front of the clinic as you normally would and stay in your vehicle.
- Please **TEXT message the clinic (701-369-0443)** when you arrive (or right before you leave home if you don't have a mobile phone, please call us **by phone at 701-356-5588**) and let us know your vehicle type.
- Once we know you are here (by your text message or phone call), a staff member will call your cell phone (*this may be from an "blocked or unknown" phone number on your caller ID but please answer this call as it's us*) to discuss your pet's health care needs over the phone first. Again, if you do not have a cell phone – call us prior to leaving your home and we can discuss your pet's needs at that time then watch for you to arrive.
- Our staff will then meet you outside to retrieve your pet and bring them into the hospital for an examination.
- The doctor or team will call to discuss recommendations and the plan moving forward.
- Verbal consent for treatment and financial details will be discussed during this phone call.
- Once care is complete our staff will call to collect payment by phone. A check or cash may also be given to our staff when they return to your vehicle with your pet.

Similarly for clients picking up food or prescriptions, please call from the parking lot, identify your vehicle, and we will collect payment by phone and a staff member will bring it to your car.

Thank you for understanding and for your patience during these challenging times. We will continue to keep you updated as we learn more.

Sincerely,

The Two Rivers Veterinary Hospital team