

Dear Rutherford Veterinary Hospital Client Family

As the State of Texas continues to move thru the process of opening back up we want to provide you with our updated plan for our hospital's business operations as we move thru June and July. With the ongoing concerns of COVID-19 and its spread, we are continuing working to maintain our high standards of cleaning and disease monitoring at the hospital. Our highest mission is to keep our clients safe, our staff safe and protect the pets in our care. On June 1st, we returned to our normal staff schedules which will allow us to provide all standard care and services without scheduling restrictions.

For the next few months, we will continue to be curb-side. Because of the concern regarding the spread of Covid-19 we are evaluating when we can safety permit clients inside the hospital. This is because of our limited, interior spaces for clients and staff. So for now we will be offering curbside appointments, day drop off appointments, dental/surgical procedures, telemedicine appointments through the Anipanion app at <https://www.anipanion.com/pet.html>. As of June 1st we have lifted all restrictions on daycare/boarding reservations. We also have gone back to our normal Monday hours of 7:00am-8:00pm. Ambulance calls are still limited and will need approval from myself or the practice manager. We will continue to have a technician call to get a history and have a kennel assistant come out to the car to retrieve your pet for their appointment. All correspondences can be done over the phone with the Doctor and the receptionist for financial transactions. We now also have the ability to take your payment car side. Once your pet is able to go home, we will bring them back out to the car with any needed medications or food.

Below are some important things to remember:

- Please complete any needed forms before your arrival.
- Please call the hospital at 214-826-4166 when you arrive.
- Please have cats in a carrier and dogs on a 6ft leash.
- Please park in the covered area if you're here for an appointment
- Please park up front if you have a pick-up/drop off, or if you have a medication/food pick up.
- You'll review all pertinent history, concerns, current signs of illness and any medication/food needs with the technician on the screening call.
- Please be prepared to safely allow the kennel assistant to place a clean slip leash on your dog or pick up your pet in a carrier.
- Please be available and prepared for the Doctor to call to discuss your pet's exam and medical needs.
- We are unable to allow any outside toys or pet beds for your boarding pet at this time. We will provide toys and a bed for your pet while they are here.
- We would appreciate you wearing a mask during car-side interactions with our staff or other clients. This is for your safety as well as the safety of our staff. This is also a requirement of our staff out of concern for those that are vulnerable or have vulnerable family members and our clients who are at a greater risk for infection.

If you have experienced any risk of Covid-19 exposures or experiencing illness, please tell us at the time you book an appointment for your pets. That way we can prepare appropriately for your pet's visit. In many cases, we are recommending a bath when they enter the hospital for those animals living with owners who are in essential jobs and have a higher risk of exposure. Also, if your pet has special handling needs, please let us know before your appointment and we can have the Doctor set up special arrangements if needed.

We are continually working to improve our ability to serve you during this time. In preparation for excessively hot weather, we have added a temporary covered parking area for curb-side appointments. We also have complimentary bottled water for our customers and their pets. Disposable bowls are available for your pets.

We continue to ask for your patience as we work to offer you the highest level of care we can possibly provide. Please be considerate of our staff. We ask only for courtesy and kindness when working with our staff as they are working tirelessly to provide the best level of care for your pet.

Thank you for your continued trust in us.

Dr. Teri Rowan
Rutherford Veterinary Hospital

Practice Owner