

## FREMONT ANIMAL HOSPITAL CORONAVIRUS UPDATE DECEMBER 2020

Due to the persistence of COVID-19, we will continue our Coronavirus protection policy for the foreseeable future. We will maintain our practice of taking the required additional measures to keep everyone safe and healthy so we can continue to provide essential pet care.

Since March 2020, we have implemented a concierge approach at the hospital where we only allow our patients (pets) inside the building. This is for the safety of our employees as well as our clients. This has worked very well with the help of our very dedicated staff and our incredible clients. In this very stressful time, it takes a tremendous team to be successful and we are very proud and grateful to everyone for doing their part.

### **WHAT CLIENTS SHOULD DO WHEN THEY ARRIVE AT THE HOSPITAL:**

- Our staff members will all be wearing masks for their protection and yours. ***We ask that you please let us know in advance if you have had any exposure to the corona virus or any other respiratory illnesses so we can take added precautions where needed and adjust our protocols to keep everyone as safe as possible.***
- Call the main hospital number (603-895-0618) when you arrive in the parking lot and let us know where you are parked and what type of car you are in.
- Please remain in your vehicle with your pet until we are ready for your appointment.
- A team member will come out to your car to retrieve your pet and get a brief history from you regarding today's visit. Once this is done, it would be ideal for you to come out of the car at this time and transfer the leash over to our staff member. Cats who are in carriers can be taken out of the car (keeping them in the carrier) and placed on the ground so our technician can bring them inside as well. **For safety reasons, please wear a mask when interacting with our staff members in the parking lot.**

- Once your pet is in the hospital, the doctor and/or technician will update you on their condition and exam findings and recommended plan of care. If your animal is to be hospitalized, we will advise you on the next plan of action. When we are done the appointment, we will bring your pet back outside to your car.
- We will take payment over the phone (for credit cards) and can either email you a receipt or bring one back out to you if needed along with any other medications or prescription diets. For Cash or Checks, we will give you a total and bring a receipt out to you along with your pet.

We appreciate your patience and understanding regarding the added precautions and time we are taking for each patient and we want to thank you for entrusting us with your pet's care.

Fremont Animal Hospital

