



COVID-19 IMPORTANT SAFETY MESSAGE

Dear Pet Owner,

With the rising threat of COVID-19, we've had to make some difficult decisions necessary to protect the health of our employees & to protect you as our valued client while we continue to deliver care to pets in our community. We want to be sure you are aware of these new policies and precautions that are effective immediately at the Palisades Veterinary Hospital:

If you are sick with a fever and/or respiratory symptoms (cough, difficulty breathing) and your pet needs attention:

- You must call ahead so we can confirm that your pet needs to be seen, and to give you instructions on how to proceed.
- If it is determined that your pet needs to be seen immediately, we will ask if someone else who is not showing any symptoms can bring your pet to the hospital on your behalf.
- If only you are able to bring your pet in, we will meet you at your car to assess your pet & to bring your pet in the office to be examined by the Doctor.
- We will call when the exam is complete, & can take payment over the phone, bring your pet back in the car for you, and dispensed medications.

If you are not sick:

- In efforts to follow 'social distancing' protocols recommended by the Center for Disease Control (CDC), if you prefer to **not** visit the front desk for checkout or to pick up medications, we can take payment with credit card over the phone, and bring anything purchased during checkout to your car.
- If you're bringing your pet to be examined and would rather **not** step into the office, you can call us when you've arrived, and will meet you at your car to bring your pet inside, and call you when the exam is complete.

As a reminder, when visiting the Palisades Veterinary Hospital, please follow CDC guidelines for personal health and hygiene:

- Wash your hands with soap and water prior to coming to our office.
- Use provided hand sanitizer upon arriving and leaving our office.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth and nose if you cough or sneeze, using a tissue or your inner elbow (not your hands).
- When possible, maintain a safe social distance (6 feet) between yourself and others, and abstain from shaking hands.

-Thank you for helping us maintain a safe environment for everyone at the Palisades Veterinary Hospital-