



April 2020

RE: We Are Taking Action to Protect Your Health While We Care for Your Pet

Dear Valued Client,

As Caregivers, we stand ready to serve you and remain grateful for the opportunity to work as an extension of your family veterinarian. Our team continues to go above and beyond to provide exceptional care and service while preventing the spread of COVID19. Here are details about the actions we are taking to protect your health, and that of our team, while we remain open to care for your pet.

We are:

- **providing curbside service.** One of the most effective ways we can prevent the spread of COVID-19 is social distancing. We've adjusted our delivery of care and enhanced our communication tools to ensure you receive all the information you need and are treated with compassion and respect despite not being near our care team.
- **frequently disinfecting all clinical and common areas using a multi-step process.** Everything from clipboards and pens to counters, exam tables, and the medical supplies we rely on to provide care for your pet are receiving extra attention. While you may not be entering our hospital at this time, keeping our hospital clean is still an essential priority.
- **following personal hygiene best practices.** Handwashing and personal hygiene are the most effective preventative actions we can take. When combined with social distancing, clean work environments, and personal protective equipment (PPE), these actions become exponentially more effective in preventing the spread of COVID-19. Our team is always conscientious about their personal hygiene. In these extraordinary times, they're even more diligent to keep us all healthy.
- **supporting our team's wellbeing with PPE and self-care resources.** You'll notice our team members wearing face masks and in some circumstances face shields. We are using PPE responsibly and with clear guidelines.
- **monitoring all current guidance and guidelines** from the Centers for Disease Control (CDC), World Health Organization (WHO), American Veterinary Medical Association (AVMA), and our local, state, and public health officials.
- **providing telehealth appointments** for many of our specialty services. Just like in human healthcare, a telehealth appointment is where you consult with one of our doctors, but you and your pet do not come to the hospital. The MedVet team interacts with you via phone or video.

These additional measures are being taken so we can keep you and our team safe and continue to serve the needs of the pets, their loving families, and the communities we love.

Thank you for trusting MedVet to care for your pet,

Your MedVet Care Team