

To Our Pet Parent Community,

At Animal Emergency & Specialty Center, the health and well-being of your pet and family are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to remain open 24/7 for emergencies and continue uninterrupted specialty care.

We are taking additional steps to keep patients, clients, and employees healthy and safe, including:

- In addition to the rigid cleaning and disinfecting protocols already in place, we have increased the frequency of our cleaning practices.
- For hospitalized patients, visitation will be approved on case-by-case basis at doctor discretion.
- Employees who feel ill are instructed to stay home and contact their doctor.

If you are feeling ill, we ask that you please call us before traveling to the hospital, so we can either reschedule your appointment, or in the case of an emergency, provide information on what to do upon arrival at the hospital.

We are also implementing a temporary policy for all visits to AESC to help protect our clients, staff and families. Please follow these guidelines when visiting us:

- When you arrive at AESC, please call reception from your car (720) 842-5050
- Our staff will collect information from you and explain how the appointment will work
- Your pet will be taken inside for his or her exam. The doctor will perform a complete exam and will communicate with you by phone from the exam room to discuss clinical findings, diagnosis, treatment recommendations, and follow up.
- Discharge instructions will be printed, and all medication prescriptions will be brought with back to you along with your pet.
- Reception will then call you to obtain payment over the phone.

We are closely monitoring the guidance from the Centers for Disease Control and local authorities regarding the spread of the virus to ensure that the actions that we are taking are comprehensive and appropriate.

If you have any questions, please call (720) 842-5050

Sincerely,

Abbie Sheffield
AESC Hospital Director