

March 20, 2020

Dear Barrett Station Veterinary Clinic Clients,

We have made the decision that effective immediately we will be limiting traffic into the hospital to paws and team members only. We are instituting a Curbside Concierge for all of our patients and clients. Our goal is to stay open, stay healthy and continue to provide care to you and your pets.

**What does Curbside Concierge mean for my visit? Here's the details!**

1. You will call and make appointments as usual. We are allowing additional time for both communication and sanitation purposes. You will be given instructions over phone to call upon arrival. A team member will guide you through the visit. We will take your pet from you and the doctor will see your pet while you wait in your vehicle. We will communicate over phone about your pet, once patient is ready to go we will check you out over the phone and then arrange to meet you to give your pet back. We ask that you be sure your pet has a secure leash and collar or is in a carrier.
2. Drop Off - if you would prefer not to wait you may arrange to drop your pet off. We will try to keep their stay to under 4 hours. Please be available for us to reach you regarding your pet while they are here.
3. Surgery - at this time we are providing surgical care as normal. Call upon arrival and a team member will meet you for admission. We will call you post-op as normal and explain the discharge process.
4. Medication Pick Up/Specimen Drop Off - For medication refills we ask for advance notice via pet portal, email (lab@barrettstationvet.com) or call. We will contact you via text or email that your items are ready and you will call upon arrival at hospital. Payment will be made over the phone either in advance or upon arrival. A team member will then bring the items to your vehicle or collect your specimen if one is being brought in. If you would like home delivery please check out our online store. <https://barrettstationvet.vetsfirstchoice.com/>
5. End of life services - Should the time come that you need end of life services, we are committed to providing you with the same compassionate care as always. We may have to ask that you limit number of family members present. Please alert us if any health concerns with you or your family.

**During this time we would like to ask you to consider the following:**

1. Please be patient with our team! They have been working hard to adapt and learn new policies and protocols that have been changing rapidly and may continue to do so. Our entire team is truly dedicated to staying healthy so that we can continue to provide care for your pets. We may experience staff shortages resulting in longer phone and in person wait times but we are doing our best to prevent that.
2. Utilize our online resources! Our phone lines will be essential for communications with you when your pet is here for a visit or surgery. Our website will be updated as needed, your pet portal allows for appointments, refills, and access to some of your pets medical history. Email- Medication refills use lab@barrettstationvet.com General information or needs - receptionist@barrettstationvet.com
3. If you are symptomatic, diagnosed with, on quarantine for COVID-19 or exposed to someone in that category - NOTIFY US PRIOR TO APPOINTMENT! If your pet needs care we will provide it but this way our team can take additional safety precautions to avoid exposure.
4. If you have special needs or circumstances then please let us know and we will do the best we can to accommodate you.

Again, our goal is to remain OPEN! This is a time of uncertainty for all of us and we are dedicated to caring for the worries you have about your pet. We will modify our protocols and procedures as we feel is indicated and ask for patience during those times as well. We all have seen how this rapidly changes and we are doing the best we can to convey information and institute changes as timely as possible. We appreciate the outpouring of support we have received and the kind words! Our BSVC family of employees, clients and patients are exceptional and we are proud to all come together in this difficult time in our world.

Thank you, Stay Healthy and Stay Safe,

The entire team at Barrett Station Veterinary Clinic