

**To Our Clients,**

**On Monday we sent out an announcement letting you know about the changes that we were implementing to avoid the spread of COVID-19 (coronavirus). We have since received additional information and advice which has led us to further modify our daily operations. We want you to understand that all of these practices are being implemented in order to ensure that we are able to continue to serve you and your four-legged family members during this time.**

**Please take a look at the following information which will be in effect as of 3-20-2020.**

**1. We are unable to allow any clients into our building for any reason. You will be required to wait in your car while your pet is assessed. Please call the office at 609-465-9006 upon arriving and a staff member will retrieve your pet to be evaluated. All treatment plans/recommendations will be explained and authorized via phone. Payment will be taken via phone prior to the discharge of your pet. No one will be allowed in the hospital to make a payment. Please keep in mind that our restroom will not be available during this time.**

**2. You will need to call the office prior to picking up medications, OTC products, or prescription food, as curbside pick-up is now mandatory. All products will need to be prepaid. You may also refill your pet's medications from our online pharmacy <https://southpaw.vetsfirstchoice.com>.**

**3. Our new office hours will be as follows:**

**Monday- 9am to 3pm**

**Tuesday- 9am to 4pm- No appointments, prescription pick up only**

**Wednesday- 9am to 3pm**

**Thursday- 1pm-6pm**

**Friday- 9am-3pm**

**Saturday- 8am to 4pm**

**Sunday- Closed**

**These changes will only be temporary and we will continue to monitor the CDC, local authorities, and the AVMA authorities for guidance and recommendations. We ask for your continued understanding and cooperation as we continue to adapt to our present situation. With your assistance, we will be able to continue to provide your pet's care.**

**Wishing you, your family, and your pets health and safety,**

**Dr. Terri Marks and the Staff of South Paw Animal Hospital**