



May 28, 2021

To Our Valued Clients:

We want to thank you for your patience and understanding these past 14 months as we navigated through providing you the same high-quality Veterinary medicine and professionalism as we did prior to our COVID protocols. We certainly have missed the in-person interaction, and we are pleased to announce that we will no longer require curbside service for exam appointments effective **June 2, 2021!** However, there are a few key points we would like to convey regarding re-opening for in-clinic appointments.

- When you arrive for your appointment, kindly call us at 609-465-9006 to check in. Only one person will be allowed in with your pet for the appointment. Once an exam room is available, a technician will call you to come into our building. You may sit in our waiting room without a mask on. Once brought into the exam room, a mask will be required when Dr. Marks or any other staff member are in the exam room with you, and all staff will be masked as well.
- Technician appointments will still remain curbside. Call or text us at 609-465-9006 to check in for your appointment. A technician will bring your pet inside when ready for his/her appointment.
- Curbside appointments are still an option should you wish to remain in your car rather than come into the office. We understand not everyone may be comfortable coming into the office. We will ask when scheduling an appointment which type of visit you would prefer.
- Medication, food, and non-prescription pick up will still be curbside. Please call the office to order and pay prior to picking up. Call or text us once in our parking lot and your item will be placed outside.

Our goal is to make this transition as painless as possible for you and your pets. We are excited to be able to go back to a somewhat normal experience for you when you visit our practice. As always, if you have any questions, please feel free to reach out at 609-465-9006.

Sincerely,

Dr. Terri Marks and Staff of South Paw Animal Hospital