



Dear Colleagues,

Due to concerns about the novel coronavirus and related disease (COVID-19), Powers Pet Emergency and Specialty is taking additional precautionary measures within the hospital.

**Emergency Services** – We are continuing to take emergent cases 24/7. Please call ahead if possible to let us know you are sending a case for transfer or emergent needs.

Our ER staff is taking precautions with PPE and social distancing through the use of curbside check in/drop off for any persons with symptoms. But we will absolutely continue to handle life-threatening events as needed for the situation.

After the medical team evaluates the animal, they will call the owner to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call.

A customer service representative will obtain a deposit via one of our payment methods. Credit card is preferred where possible.

Once care of the animal is complete, the discharge process will be discussed and any remaining balance will be collected prior to the discharge from the hospital. Our goal is to minimize the potential exposure of our staff and clients by limiting those entering the building to only when it is essential for the situation.

**Specialty Services** – We will be welcoming clients and patients with curbside check in and drop offs. A member of our team will meet clients in the parking lot and bring animals in for evaluation and care. Pet owners will need to remain in their vehicle.

After the medical team evaluates the animal, they will call the owner to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call. A customer service representative will call them to obtain payment.

Given the fluidity of the situation, changes can obviously occur quickly. Specialty services may be limited, and some existing appointments may need to be rescheduled depending on the ever-changing circumstances. Our team will do everything possible to safely help your clients and patients with their needs.

**It is important to note that there have been no reported cases of COVID-19 within the hospital at this time.**

Thank you for your support during this unprecedented situation. We are here to support you and your patients any way we can.

A handwritten signature in black ink that reads "Lee Wilwerding".

Lee Wilwerding, DVM and Team