

## **DFPC COVID19 UPDATE 081620**

Dear clients and friends,

**Thank you** for your continued support and understanding during this pandemic. In these crazy times, our goal remains the same: to be here when your pet needs us while protecting the health and well-being of our clients and our DFPC team. I wanted to take some time to better explain our policies and what we are doing to continue to provide the care your pets need.

Unfortunately a LOT of pets have been needing us these last weeks and months, and the numbers just keep increasing. Even though we are unable to take on new clients at this time, we have seen an increase in new patients as our existing clients have added new puppies, kittens and rescues to their families which increases our patient base. We have also seen an increase in some urgent care appointments like seasonal allergies, injuries, and more which has made our sick patient slots fill up quickly. Our wellness visits are booking out into October already and we have limited urgent care slots that fill up quickly on a daily basis. This doesn't include the many phone calls, texts and e-mails we receive on a daily basis. We are incredibly grateful to be able to care for so many amazing pets and their pet parents.

We have been struggling with the loss of many key support staff members over the past few months. Fortunately we have hired 3 new team members, two veterinary assistants and a client relations advocate and they are currently learning our processes and procedures and are a huge help. We are still in need of two more team members, so we are actively searching. Please be extra understanding with our team at this time.

COVID is going to be a part of our "normal" for a long time and just like the rest of the world we are all learning as we go. This means that the following changes to our protocols will continue to be in place:

- 1.** The lobby is closed. We will not be allowing clients into the building except in extreme circumstances such as end of life/euthanasia visits.
- 2.** If you are experiencing any respiratory illness, especially with a fever or have been exposed to a person diagnosed with COVID-19, or have recently been diagnosed with COVID-19 yourself, we ask that you have

someone else bring your pet in for you. If this is not possible, we are asking that you let us know, please stay in your car with a mask and let our staff know so we can take the extra necessary precautions when handling your pet.

3. When you arrive at the hospital for any reason-be that for an appointment, to drop off your pet, or to pick up medication or food-we ask that you stay in your vehicle and call the clinic. Our staff will assist you as soon as they can.
4. We are requiring everyone who will be interacting with our staff to wear a mask. This means even if you are in your car or are stepping outside your car to hand off your pet, we are requiring you to wear a mask to keep our staff safe as they will be wearing a mask to keep you safe.
5. We are scheduling all types of wellness appointments, surgery and dental and routine appointments, but we will not be able to accommodate these same day or even same week as we are still so very busy. Please know that we are doing everything possible to accommodate everyone that we can. When the doctor wants to schedule a recheck exam or a next in series puppy or kitten visit, please schedule it before you leave so you make sure that you will be able to have the appointment when needed.
6. We continue to provide telemedicine appointments on our app TeleTails. You need a smart phone for downloading the app, you find our hospital, create an account using the code DRGOOD and then request a consult.
7. When you arrive for your appointment and you have checked in (called or texted), you will be contacted by a member of the veterinary team who will ask you questions about your pet and will arrange to have someone come out to bring your pet into the office. We may come to your car, or we may have you bring your pet to the door of the front vestibule depending on the circumstances to transfer your pet inside the building. Once the doctor has examined your pet they will call you to go over the exam and make any recommendations as to diagnostics, treatments, etc... Once the visit is complete, one of our team members will bring your pet back to you and one of our front office team will call you to make payment over the phone and schedule your next appointment. **(remember to have your cell phone)**
8. We are still only accepting credit card payments over the phone at this time to decrease contact. If you are picking up medications or food

you may call and pre-pay over the phone and then call when you arrive and we will bring your items out to your car.

9. We are open Monday, Tuesday, Wednesday and Friday from 8am-6pm and Saturday from 8am-1pm. We are closed on Thursday and Sunday. We are still not open for boarding your pets as we need all of our team members to help with the increased cleaning schedules and to help bring pets in and out of the hospital.

Due to our curbside/concierge service things run considerably slower and we are constantly on the phone. Please understand that we hate having people wait as much as you do. We, too, miss the convenience of how we were able to do things pre-pandemic. There are only so many hours in the day and so many tasks our team can handle at once. We prioritize life-threatening emergencies and urgent calls and concerns. This means that it may take longer to get your pet's non-urgent needs met. It does not mean we don't care, it means we have a lot of animals that need our care. There may be times when we recommend taking your pet to an emergency hospital to be seen right away, as we feel that you should not wait until we have availability. Again, we want what is best for your pet!

Our team is extremely dedicated and has been working overtime and at a high pace these last months to keep up with the needs of our patients. We truly appreciate the understanding and patience of our clients and we hope you will continue to practice kindness and compassion with our team as they do their best to provide the veterinary care your pet deserves.

One last item is there is hopefully an end in sight for the construction that has been plaguing us for the past 4 months. I was told that they are planning to start paving Westwood and the Alley starting the end of this coming week. They will be leaving a way into our parking lot while this happens, so you will still be able to park in the lot on the West side of the building and if that is full on the East side. We will all let out a huge sigh of relief when this is complete!!

Stay safe and healthy everyone!

Sincerely,  
Cheryl Good, DVM  
Medical Director, Dearborn Family Pet Care

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