

## Harvard Veterinary Clinic Remains Open

### New protocols are now in effect

Like you we have been watching the news regarding COVID-19. We wanted to update you on important steps we are taking to diminish the chances of spread of Coronavirus while we care for your pets. We would like to reassure you that Harvard Veterinary Clinic remains open to serve you and your animals. In light of this, we are taking additional steps to protect our clients, our staff and all of our families from the spread of this virus while still maintaining necessary service to our clients and patients.

We are implementing several changes to our operations. Here are the measures we are taking, beginning March 20th 2020 to minimize the risk of Coronavirus spread:

- 1) Call the clinic when you arrive, and please remain in your vehicle with your animal
- 2) A technician will discuss your needs by phone when you arrive. At the end of the conversation, a technician will come to the parking lot to bring your pet into the building for evaluation.
- 3) After the doctor evaluates your pet, you will receive a phone call to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call.
- 4) Once the care of your animal is complete, we will call you and/or email with discharge instructions and take payment over the phone or come to your car to take payment. We will then bring your animal to your vehicle.

Alternatively, you can also call ahead to schedule a drop off time and we will fulfill your appointment needs while you are away at work or running errands. Once completed we will call with a pick up time for your pet.

Additionally, for any medication or food pick ups, we can also do a pay by phone option. You can give us a call when you arrive and we will run your product out to your car for you.

If you have any questions or concerns, please contact our office at 815-943-5459 We hope that everyone stays safe and healthy during this time.

Sincerely,

Dr. Shawn Costello

Dr. Charles Svoboda