

My friends,

You may be receiving an email from us, but I wanted to post something on our website as well. Due to the threat of COVID-19 (Coronavirus), Brookdale Animal Hospital is taking steps to help protect our clients and staff. These guidelines have been set by both the CDC and the American Veterinary Medical Association, and we are trying our best to adhere to them.

When calling for an appointment, you will be asked whether you are sick or not. Please don't be offended, as we are trying to limit exposure to all sickness, not just corona. If you are sick, we will make every effort to get you rescheduled when you are feeling better.

When you arrive to Brookdale, please call us. A technician will be available to take a clinical history of the pet. After that, a masked, gloved, and gowned employee of Brookdale will come to your car to bring your pet inside. Please do not be alarmed by their attire. They are only trying to protect everyone. A physical exam will be performed by the veterinarian. The veterinarian will call you to discuss their findings and formulate a diagnostic and treatment plan.

When the visit is completed, the veterinarian will contact you with any go home instructions. The office staff can get you checked out over the phone. Please know that all credit card numbers are in confidence and will not be kept.

We will be suspending nail trims, anal gland expression, and grooming/sanitary trims during this time. Please be patient with us as we try to triage all sick pets.

I hope that we can return to normal scheduling and in-person appointments within the near future. We will keep you informed of all changes. Please take care and be safe!

The Doctors and Staff of Brookdale Animal Hospital