



Dear Valued Clients,

I hope everyone was able to have a safe and enjoyable weekend in spite of all the disruption that the Coronavirus (COVID-19) has created in our day-to-day lives. As I said in our email to you last week, we continue to closely monitor this pandemic from multiple government agencies and our heightened sanitation protocols at the clinic are frequent and ongoing. Hamilton Mill Animal Hospital is still operating at normal capacity, but we are constantly looking for ways that we can help improve your customer service experience with us, especially during these stressful times. With that said, I am pleased to announce that Hamilton Mill Animal Hospital will now be offering **curbside pickups and drop-offs** for our clients that need or desire such services for medical or physical reasons. In particular, this will be helpful for our clients that are immunocompromised or who are at high-risk for contracting the COVID-19 virus. If you need or desire such service, please let one of our team members know of this when you make your appointment. Once you arrive for your appointment, you may then call us from your vehicle at **770-932-1616** and one of our technicians will come out directly to you, take a brief history, and bring your pet into the building for the care and treatment needed. Any ongoing communication from that point can be conducted by phone. This service can also be useful for those same individuals to pick up medication refills and other pet supplies such as food.

Please keep in mind that this service is primarily being offered for our clients that need this service for medical or physical reasons. For the vast majority of our clients, we are still operating at normal capacity and prefer any customer interactions to be done in person with the doctor and team members within the building. This is simply a new service we are proud to offer to help certain individuals navigate through this crisis.

And please remember, the CDC has issued a statement that family pets neither get infected with nor spread the COVID-19 virus. With that said, the CDC also says it is good hygiene to always wash your hands after handling pets, especially if you are immunocompromised. All of us here at Hamilton Mill Animal Hospital believe our family pets are a great source of peace and joy, especially during times such as this, and we are always here to help you keep them happy and healthy. Thank you again for entrusting us with your pet's health care needs. If you have any questions or concerns, please feel free to call or email us at any time.

Sincerely,

Jay Fulmer, DVM

Owner- Hamilton Mill Animal Hospital