



Dear Valued Clients,

If you're like me, you are probably getting tired of so many emails updating you about the Coronavirus (COVID-19) and how it is impacting your daily life. I'm truly looking forward to the day when I can communicate to you about a topic other than Coronavirus. Unfortunately, today is not that day. 😊

I do feel fortunate that I can tell you that **Hamilton Mill Animal Hospital is still fully operational** and we are here to provide quality health care for your family pets. We are also still maintaining our regular business hours. We are however, making some changes in how we handle all of our inpatient visits to the hospital. Last week, I announced that we were offering curbside service for those of you who desired it. This week, we will begin conducting ALL of our inpatient visits via a curbside format. This decision was not made lightly, but we feel it is necessary to maintain the health and safety of our team members as well as you, our valued clients.

What does this mean for you? The main difference will be how your family pet comes into our facility.

- When you arrive for your regular appointment time, remain in your vehicle and give us a call at 770-932-1616.
- Our qualified technicians will gather any important information from you and bring your beloved pet(s) into our facility in a safe and secure manner.
- One of our doctors will then do their medical exam and any communication between you and our doctors and/or staff from that point on can be done via phone. You may remain in your vehicle while the exam and any necessary tests/treatments are done, or you may drop off your pet to be picked up later.
- At discharge, we will bring your pet back out to your vehicle. Payments can be handled directly at your vehicle with our mobile payment device and a receipt can be emailed to you. We also have various other ways for you to pay that help minimize social interactions.
- If you need any medications or foods refilled, we can handle all of those transactions in the same manner at your vehicle and bring them directly to you. Alternatively, you can find these and many other products on our online store located on our website at [www.hamiltonmillvet.com](http://www.hamiltonmillvet.com)

I want to thank you in advance for your patience and understanding as we temporarily modify our operating procedures for everyone's safety during these very difficult times. And, as always, thank you for entrusting Hamilton Mill Animal Hospital 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 and we will be glad to assist you.

Sincerely,

Jay Fulmer, DVM

Owner- Hamilton Mill Animal Hospital