



Dear Valued Clients,

We have some very exciting news to share with you about an additional service that we can now provide to you and your beloved pets. **Hamilton Mill Animal Hospital is now equipped and able to provide everyone state-of-the-art telemedicine services through our mobile app called AirVet.** We believe this service can be a crucial complement to our regular services during these stressful times as we are all dealing with the Coronavirus and social distancing. We also believe telemedicine will be an invaluable tool for us to improve our customer service to you going forward beyond this life-changing event.

It is important to know that this service will not be replacing our regular way of providing health care to your family pet(s). Rather, it is a new option that is available for everyone who wishes to utilize this new service in lieu of our normal services. Our telemedicine platform will also give you access to a veterinarian at any time you need, 24 hours a day and 7 days a week.

Please remember that Hamilton Mill Animal Hospital is still fully operational and we are here to provide quality health care for your family pets during our normal business hours Monday-Saturday. The main difference in our normal routine is our temporary policy of conducting ALL of our inpatient visits via a curbside format that was outlined in an email earlier this week.

As for our telemedicine service through the **AirVet app**, you will have access to our veterinarians on staff by utilizing the **“Request a Call Back”** feature on the app during our **regular business hours**. If you utilize AirVet for an after-hours emergency, you will be automatically directed to either one of our veterinarians on staff (if they are online and available) or another AirVet veterinarian outside of our hospital that can help you. All of the medical notes and communications, even if done with a veterinarian outside of our hospital, will be saved and incorporated into your pet’s medical records with us.

We know that these are very trying and stressful times for everyone, but we are doing everything we can to help you navigate your pet’s health care through this crisis. Feel free to download the app right away so that your account will be ready and available to use when needed. The links for the app are located below for both the Apple Store and Google Play.

This is a very big step for us as we prepare for the future, as only 1% of veterinarians incorporate telemedicine in their practices. We’re proud to be here for you in any way possible. If you have any questions, please feel free to call us at 770-932-1616 at any time.

<https://apps.apple.com/us/app/airvet/id1448478595>

https://play.google.com/store/apps/details?id=com.myairvet.android.parent&hl=en_US

Sincerely,

Jay Fulmer, DVM

Owner- Hamilton Mill Animal Hospital