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**FRANCIS  
VETERINARY HOSPITAL**

### **COVID-19 Update #3**

Dear Clients,

Well, our first two days of the new protocol were exciting and successful! Everyone (clients, staff and patients) did a wonderful job. We have worked out some kinks in the system and have already improved our efficiency.

We will announce our hours weekly as the world changes and we learn better what our clients' needs are. Please check our Facebook page and your email regularly. We will also have a voicemail with information available as well as hours posted on our building.

Tomorrow, Saturday, March 20<sup>th</sup>, 2020, hours will be as normal, 8am – noon.

For the week of March 23<sup>rd</sup> – 28<sup>th</sup> we will be open (staffed) from 9am – 1pm and we will book appointments as needed following those hours. We will also be opening for Saturday appointments on March 28<sup>th</sup> and April 4<sup>th</sup>. We will be open (staffed) from 9am – 1pm and will book appointments as needed after those hours. What I mean by this is someone will be here from 9am until 1pm. If no appointments are scheduled after 1pm, we will not be present.

If you call our office after we are closed, messages will be accepted for medication and food refills. Please allow 24 to 48 hours for refills to be completed. Instructions will be provided for urgent care and emergency appointments. Urgent care and Emergency triage will be provided Monday through Friday until 6pm.

Please, PLEASE communicate what your needs are. Special hours may be arranged pending staffing and if a later pick up time for medications is needed, we can arrange this.

As in the last update, please call from your car when you arrive, and a staff member will come out to assist you and your pet.

**We require that your pet be on leash or in a carrier. If you need to borrow a leash or carrier, let us know when you make your appointment and we will make provisions for you to pick these items up prior to the appointment.**

Thanks!

-Dr Burger