



Dear BAH Clients,

The Brodie Animal Hospital Leadership Team has been closely monitoring the unfolding of COVID-19 and its impact on our community. The rapidly changing environment of this pandemic, and what is now considered a national emergency in the U.S, has caused a global adjustment in our personal and professional lives.

BAH takes the wellbeing of our patients, clients, and team very seriously and is taking steps to minimize the risk of possible exposure to COVID-19 and provide a clean and safe environment. **We are currently open for regular business hours and have only adjusted our closing hour to 5pm CT.** We are continuing to monitor the situation as it evolves and we will alert you promptly with any changes. We will do everything we can to uphold the exceptional veterinary care our pet parents and patients deserve.

Please call us at 512.892.3486 or email us at [info@brodieanimalhospital.com](mailto:info@brodieanimalhospital.com) if there is anything we can do to keep your family and pets healthy during this time.

**UPDATE:** We are implementing mandatory social distancing to keep both our team and clients safe while providing the care your pets need. As of March 19, 2020, although we will continue to provide medical services and access to products, BAH will operate with our doors locked. This will require clients to notify us of their arrival by calling from their vehicle so our team may admit patients via curbside. We will also conduct as much communication as possible via phone and electronic correspondence.

We ask that any client who has recently traveled or is feeling ill including displaying any of the following symptoms please advise our team:

- o fever
- o cough
- o shortness of breath

Our team understands that current circumstances can be limiting for pet owners, and we are ready to accommodate in whatever way we can.

#### **Appointment Protocols:**

- To minimize client and team person-to-person contact we are providing the following service delivery methods:
  - o Curbside patient drop-offs, admittance, pick-ups, food purchases, prescription refills, and more
  - o Phone calls and telemedicine services for veterinarian-approved medical cases
  - o Prescription and nutrition delivery options
  - o Electronic check-in, discharge, and payment
- We are requiring patient drop-off appointments or clients may wait in their vehicle. Our team will take patients from the vehicle, provide medical services, and then call clients when services have been completed.
- As much of this remains new to us, we ask for patience and understanding while we work through these new approaches.
- We have a new closing hour of 5pm CT, instead of 6pm CT.

#### **Team Protocols:**

- We are minimizing all person-to-person physical contact and have asked our team to refrain from shaking hands or hugging.
- We have implemented daily health checks to ensure our team members are well.

- Employees who feel ill or are displaying symptoms have been advised to stay home and consult their healthcare providers.
- We are urging all employees to be vigilant about frequent hand washing, covering their mouths when they cough or sneeze, and refraining from touching their faces.
- Team members may wear masks and/or gloves if necessary.
- We have increased cleaning and disinfecting of all high touch surfaces throughout our facility.
- We will continue disinfecting exam rooms between patients with healthcare grade disinfectant.

The BAH Leadership Team will continue to monitor the impact of COVID-19 and refer to reliable resources such as the Centers for Disease Control & Prevention, American Veterinary Medical Association, World Health Organization, and local authorities regarding the spread of the virus to ensure that the actions that we are taking are comprehensive and appropriate.

Please do not hesitate to contact the BAH Team directly should you have any questions.

Sincerely,

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