

March 18, 2020

**Glendale Veterinary Clinic COVID-19 update**

Dear clients,

We are doing our best to keep serving you and your fur babies at these difficult times.

In order to do so, we have to implement a few changes:

We will have to limit the number of patients we see to no more than 2 per hour in order to prevent crowding and to allow us to sanitize the exam rooms and waiting areas between exams.

We will drastically decrease the amount of wellness visits we can see per day, and anything that is not urgent and can be postponed will have a lower priority in our scheduling.

If you or one of your family members is sick, and your pet needs to be seen, we can arrange a drop off of your pet and a phone consultation.

When possible, we will ask clients to wait in their cars until we are ready to see them.

If you are late for your appointment, you may need to reschedule, or wait outside until we are able to see your pet. Since we are limiting the number of appointments, late arrivals will very likely need to reschedule their appointment.

Elective surgical procedures may need to be postponed based on availability, and in order to preserve limited medical supplies that we have access to.

Please call ahead for prescription refills and food orders, and pay over the phone at that time, in order to have a fast pick up.

If you have any questions or concerns, please email us at [staff@glendalevetclinic.com](mailto:staff@glendalevetclinic.com)

Stay safe,

A handwritten signature in black ink, appearing to read "Dr. Hess". The signature is fluid and cursive, with a large initial "H" and "H" for "Hess".

Dr. Hess