

Broken Arrow Veterinary Hospital

To our valued clients:

Thank you for choosing us for your veterinary care! In response to the public health threat of the Coronavirus (COVID-19) and the CDC's guidelines, Broken Arrow Veterinary Hospital is working diligently to protect you and our staff, as well as reducing the spread and impact of this virus while continuing to provide your pet's veterinary care when you need it. Thank you for your understanding and patience during this unprecedented time.

Thankfully, there is currently no evidence that companion animals, including pets, can spread COVID-19, but it is highly contagious from person to person.

We have made several changes to help minimize the risk to all:

We are implementing curbside admission and discharge processes in order to minimize the chance of the virus entering the hospital and negatively impacting the team who is devotedly caring for your pet. When you arrive for your pet's appointment or to pick up medications or food, please call (918)455-7107. All dogs need to be on a leash and cats in secured carriers. Communications following curbside admission will occur via phone so please make every effort to accept our calls.

Additionally, one of the steps we are taking is to **prescreen** all clients prior to, or at the time of, arrival. This screening process helps us determine the steps to take during the admission/discharge process to help curb the spread of COVID-19. Your answers will not affect our commitment or ability to care for your pet. You will experience this screening step for each unique visit to the hospital premises. We greatly appreciate your transparent communication regarding any potential exposure or illness.

We have also increased our already stringent cleaning protocols to help reduce the risk of virus transmission. Our staff is following the CDC guidelines to help decrease the spread of the virus as well.

We know that when your pet is ill it can be a stressful time, and realize that stress is increased for everyone during this pandemic. We are here for you and are committed to providing excellent veterinary care. On behalf of the entire team, thank you for entrusting us with the care of your pet and rest assured that he or she is in caring and capable hands.

Sincerely,

The Doctors and Staff at BAVH