



March 18, 2020

The staff of Barton Creek Animal Clinic hopes you and your pets are all in good health and stay that way! At this time dogs (cats in question) are not considered susceptible to disease from SARS-CoV-2; however, if you are ill, please have someone else care for your pet. We have attached information from the AVMA and TVMA about Covid-19 and pets.

Veterinary care is considered an essential service so we will remain open with shorter hours and possible early closures as needed. Mon-Wed-Fri 8-4:30, Tue-Th 8-1, Sat 8-12 and closed Sunday.

We are limiting direct contact in order to focus on safety for everyone during this pandemic. Within the clinic we are disinfecting and following CDC guidelines.

## **We ask that you follow these steps:**

1. Upon arrival to the clinic, please remain in your vehicle or outside the clinic and call **512-327-8300**. We will check you in as soon as possible from **outside** the clinic. If you are here to pick up food or medication, please call from your car, and we will deliver your order to your car as quickly as possible.
2. A staff member will come out to your car or meet you outside and bring your pet into the clinic.
3. We will do the exam while gloved and masked. We will do treatments as needed or call you with findings and recommendations before we proceed.
4. We will do our best to coordinate your visit from outside the clinic, including follow-up instructions and taking payments over the phone or carry in payment.
5. We will bring your pet back out to your car or meet you outside the door.

Our goal is to keep our essential services available and be there for you and your pets. Thank you for your cooperation and for doing your part in helping to keep everyone safe. Please do not hesitate to call with questions. We appreciate your patience and thank you for letting us care for your pets. Stay safe!

Dr. John Unflat, Kathryn Van Winkle and the Staff of Barton Creek Animal Clinic