



COVID Update 4/3/2020

To our valued clients,

We continue to monitor the situation closely, and we are complying with all recommendations made by our governor, the CDC, AVMA and other governing bodies. We are committed to remain available to care for our patients.

Along with all previous restrictions, we continue curbside care at all 3 locations. We have taken 1 further step at our Aurora location and separated our team into pods – separate teams each working 3 days. This provides us with 4 pods across the 3 practices to be available if needed, and limit exposure to our team.

Our hours remain shortened – although we are still available 6 days weekly. Please check our website (www.auroravet.com), Facebook pages, or call before coming to the practice.

We've added 2 new communication tools:

We have our own App. There are links on our website (<https://www.auroravet.com/get-our-app.pml>) but the app can be downloaded from Google Play for android users, and the app store for iPhones. You can request refills of medications right through the app, there is a link to our telemedicine platform, and eventually you will be able to schedule appointments 24-7 through the app. We have temporarily suspended online scheduling due to the current situation. Your pets' vaccination records are also available.

We now provide **Telemedicine**. See our website for the link (<https://www.auroravet.com/telemedicine.pml>). This will provide a way for our doctors and team to video chat, receive pictures, text or talk with you, and provide guidance on whether we need to have you bring your pet to one of our clinics. The FDA and the OVMLB has temporarily loosened some of the restrictions of the Veterinary-Client-Patient Relationship, and we will work within those guidelines.

As always,

Be Well. Be Safe. Be Kind.

Ellen Imhof, DVM

The Doctors and Team at Aurora Animal Care Center