



COVID-19 Update: March 14, 2020

Valued Clients:

We continue to monitor the situation and continue working in pods – which limit the number of people working and have them only with their group. This is to limit our (and your) exposure and to allow us to continue taking care of your pets if one of our pods must quarantine. We currently have 4 pods up and running – 2 at our Aurora location, and then 1 each at the Streetsboro and Mantua locations.

We continue Curbside Care. Once you arrive at one of our practices, remain in your car and call us. One of our Patient Service Team will take any needed information over the phone, and then come to fetch your pet. The doctor will then communicate with you to their recommendations for your pet's care.

We have our own App. There is a link on our website (<https://www.auroravet.com/get-our-app.pml>) with step-by-step directions on how to download the app to your phones. You can request refills right through the app, and request appointments 24-7 (we have temporarily suspended online real-time scheduling due to the current situation.) Your pets' vaccination records are also available. We love seeing your pets' selfies coming through the app as well – certainly a bright spot in our day!

Telehealth is available! In order to request a telehealth appointment – go to our website and follow the step-by-step directions (<https://www.auroravet.com/telemedicine.pml>) In certain cases, we can video chat with you (our doctors are working from home to talk to you) and either offer treatment or decide that we do need to see your pet “in person.” Although a current VCPR (Veterinary-Client-Patient Relationship) is required, the American Veterinary Medical Association has temporarily loosened some of those restrictions. A decision will be made on a case to case basis.

We are committed to remain available to care for our patients, while following all recommendations made by our governor, Ohio Department of Health/Dr. Amy Acton, CDC, WHO and our national and state governing bodies for veterinary medicine. We feel very fortunate to live in a state with the leadership and foresight of Dr. Amy Acton and Governor Mike DeWine.

Be Safe. Be Well. Be Kind.

Ellen Imhof, DVM

The Doctors and Team at The Aurora Animal Care Center.