

## COVID-19 UPDATE FROM MILLIS ANIMAL HOSPITAL

At Millis Animal Hospital, the safety and wellbeing of our patients, clients, and staff is our top priority.

In compliance with Federal and State mandates and recommendations we will be available during our usual business hours (8-12 & 1-5 M-F/ 8-2 Sat / Closed Sun) BUT with a very different protocol. We are here to help and support our established clientele. Our emphasis will be on treating sick and injured pets. We ask that you consider postponing wellness exams, elective procedures and surgeries at this time. However, we still recommend puppies and kittens less than 16 weeks of age continue to receive vaccinations as this is still considered medically important.

If you need medication filled for your pet, please call ahead to place your order and reduce wait times.

When you arrive in our parking lot please **REMAIN IN YOUR VEHICLE** and call us at **314-647-8223**.

- Prepaid medications and/or supplies will be brought to your car.
- Patients needing treatment will be picked up from your car by a staff member after you have called by phone. Please have pets on a leash or in a carrier.
- All communication will be done by phone.
- We are taking credit card payments over the phone, or providing an invoice total for check / cash payment.

The reason for changes in our protocol is two-fold. First, we wish ensure the health and safety of everyone. Second, we are doing our best to conserve medical supplies that are needed in the human medical community.

\*\*\*If you are waiting to receive a call back from a doctor or staff member please note this will probably come from a blocked caller ID number as we strive to keep our landline phones available.

\*\*\*Please plan ahead and do not wait until you are out of needed medications or medical supplies for your pet. Both our in-clinic and [online pharmacies](#) are under great stress which may delay or impede our ability to fill your orders.

\*\*\* We will do our best to monitor our email and return messages promptly. However, the best way to contact us is still by phone.

Please be patient! This is a stressful time for everyone. We are doing our best to make sure we are able to care for your pets.

In addition, please take a moment to read information from the following credible sources:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- [https://www.avma.org/sites/default/files/2020-03/covid-19-faq-petowners\\_031520.pdf](https://www.avma.org/sites/default/files/2020-03/covid-19-faq-petowners_031520.pdf)

-Millis Animal Hospital