

WE ARE OPEN

Facing The COVID-19 Challenges Together



NOTICE TO OUR CLIENTS CONCERNING CORONAVIRUS

We are committed to keeping our offices healthy and safe for all of our patients, clients, staff, and family members. In light of growing concerns about the spread of COVID-19, also known as coronavirus, we would like to make you aware of actions we are taking.

The coronavirus (COVID-19) has created a number of challenges for all of our families, both personally and professionally. Our first priority is to keep you, your family, and your pets safe and healthy by minimizing exposure until this public health concern is stabilized.

We are writing to reassure you that we are available to continue to care for your pet's medical needs while we take the necessary steps to keep you, our staff and associates in a safe environment.

We have instituted a "Parking lot Service" protocol to see patients in the safest way possible for the staff and clients:

- We ask that all paperwork be completed prior to arrival using the forms available at <https://www.ahhb.net/wp-content/uploads/2015/10/New-Client-Information-Form.pdf> (new clients) and complete all necessary paperwork sent to you via email communications.
- Clients are asked to call 714-898-0568 and notify our client service representative as soon as they have arrived and parked.
- We will come directly to your car to get the pet. We may also call you to get more information or to take a history.
- The client is welcome to wait in their car until the exam or treatment is completed and they can communicate with a staff member or doctor at that time. We can also schedule a time for pickup if you prefer leaving your pet for more than 1 hour.
- The clients will be called when the doctor has completed the examination.
- The clients are sent a text message or called when we are ready to check out.
- We are closing our waiting area except for emergencies, and other serious issues. We will still follow social distancing recommendations and keep a 6ft free zone.
- We are requesting that clients do not transport pets if they are ill and that they limit the number of people at appointments.
- We are offering the option of a virtual consultation for select types of appointments and consultations so that you can safely stay at home.

Please contact us directly by phone 714-898-0568 or by email for clarification and further information.
Thank you for your anticipated cooperation during these challenging times.

It is important to note that COVID-19 is not thought to be a threat to your pets at this time.