Dear Roanoke Animal Hospital Community,

At Roanoke Animal Hospital, the health and well-being of your pet and family, as well as our team members, are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to remain open during normal business hours to help care for your pet’s medical needs.

The best way to prevent becoming ill and slow the spread of the virus is to avoid exposure by lessening contact with people and practicing healthy hygiene habits such as washing your hands with soap and water frequently.

We’ve advised our employees to follow the public health authorities' guidelines regarding hygiene and personal travel, and have required any employee who exhibits flu-like symptoms to stay home and consult with a medical professional. We are taking additional steps to keep patients, clients, and employees healthy and safe by increasing the frequency of cleaning and disinfecting of all surfaces throughout our hospital and, as always, exam rooms are disinfected between each patient.

To follow the Centers for Disease Control and Prevention (CDC) recommendations for social distancing, we are asking you to help us in this effort by doing the following:

- Call our hospital at (540) 343-8021 when you arrive in the parking lot so we can direct you and your pet in through a side door or schedule a drop off appointment instead;
- For prescriptions or medicated diets, call our hospital when you arrive to allow us to provide curbside service;
- Pay for services or medications over the phone using a credit or debit card;
- Provide a phone number for communications with doctors or other staff members;
- Allow discharge instructions to be communicated over the phone for hospitalized or surgical patients;
- If you have been in contact with anyone who has tested positive or are ill yourself with respiratory symptoms or a fever and your pet’s needs are NOT urgent, please reschedule your appointment;
- If you have been in contact with anyone who has tested positive or are ill yourself with respiratory symptoms or a fever and your pet requires immediate care, please call our hospital for recommendations or ask someone you trust to bring your pet in for care.

The infectious disease experts and multiple international and domestic human and animal health organizations agree there is no evidence to indicate that pets become ill with COVID-19 or that they spread it to other animals or people. However, the CDC does recommend that people with symptoms restrict contact with their pets just like they do with people.

Roanoke Animal Hospital is committed to maintaining a safe and healthy workplace for our employees and helping our clients to do the same. We appreciate the trust that you place in Roanoke Animal Hospital. As such, we will continue to closely monitor the guidance from the CDC and local authorities regarding limiting the spread of the virus to ensure that the actions we are taking are comprehensive and appropriate.

Sincerely,

Roanoke Animal Hospital Team