

We wanted to take a moment to update you about our response to the evolving COVID-19 situation. As medical professionals, our responsibility to provide medical care to our patients, while keeping clients and staff safe, is our number one priority. As of March 23, 2020, we will be adjusting our hours of operation due to staffing shortages. Until further notice, we will be open Monday- Friday from 9am-3pm and closed Saturday and Sunday. We will continue to update our clients via email and on our Facebook page. Here are the additional changes that we have made in response to the current situation:

- Scheduled appointments:
 - If you have a scheduled appointment, please call from the parking lot when you arrive and remain in your vehicle with your pet.
 - A staff member will discuss your concerns and obtain your pets recent health history over the phone.
 - At the end of the phone conversation, a staff member will come to the parking lot to bring your pet into the building for evaluation.
 - After the medical team evaluates your pet, you will receive a phone call to discuss recommendations and a plan moving forward. Verbal consent for treatment and details surrounding financial estimates will be authorized via this phone call.
 - Once your pet's care is complete, a staff member will call you to obtain payment. We can process credit card transactions over the phone, otherwise we can collect cash or check payment when your pet is returned to you in your vehicle.
- Telemedicine/Phone Consultation:
 - We are looking into telemedicine/phone consultation options to utilize when medically appropriate.
- Limited wellness appointments:
 - Wellness appointments will be limited until further notice. If your pet is due or coming due for wellness care (vaccines, routine lab testing, etc) we may elect to hold off on scheduling this depending upon actual due dates and what your pet is due for. Please call to discuss whether or not your pet should come in.
- Elective surgical procedures have been suspended:
 - Due to supply shortages, we will not be scheduling any elective surgeries or dental procedures until further notice. *Any surgical procedure that was scheduled prior to this will be cancelled.
- Purchasing medication, food and other products:
 - If you need to pick up supplies during this time, we ask that you call ahead so that we can have this ready for you prior to your arrival and we can take credit card payment over the phone at this time (cash or check payment will be collected upon pick up).
 - Please call the office when you arrive to pick up your items and a staff member will deliver them to your vehicle.

- You can also have your pet's medications and food delivered right to your door by using our on-line pharmacy: <https://hamptonvethospital.vetsfirstchoice.com/>
- Clients who are ill:
 - We ask that any client that is ill, or has a family member that is ill, please refrain from entering our hospital. If you are ill and your pet needs medical care, please have someone else bring your pet to us.
- Staff members who are ill:
 - Any staff member who has any of the following symptoms will be asked to stay home:
 - Fever
 - Cough
 - Sore throat
 - Respiratory issues
- Boarding and grooming services:
 - With the anticipation of limited staffing numbers during this time, we have decided to temporarily suspend our boarding services.
 - We will continue to provide grooming services.
- Sanitizing protocols:
 - We have increased our already rigorous sanitization protocols. We will be continuing to sanitize commonly touched areas such as door knobs, counters, keyboards, pens, etc multiple times during the day.
 - Our staff has been instructed to wash their hands or use hand sanitizer after EVERY interaction.

We understand that this is a stressful time for everyone and appreciate you working with us to ensure everyone's safety. As this outbreak continues to evolve, so will our response. Know that we are here for you and your pet, so don't hesitate to contact us with any questions or concerns.