

3354 Highway 160 West
Fort Mill, SC 29708
(803) 547-8191

Facebook and Email title:

“Palmetto Pet Hospital: We are working to keep you and your pets healthy during the Corona virus outbreak”

The doctors and staff at Palmetto Pet Hospital have been and will continue to do everything possible to keep you and your pets healthy and safe. Pets are family and we expect local governments to allow for their medical care during any future imposed curfews/lockdowns.

Since the outbreak began in the US, our staff has expanded our cleaning protocols, are monitoring their own health and are staying home if they become ill. This protects us and you.

For everyone’s sake, if you believe you have been exposed to the virus, call us before your pet’s appointment or emergency and we will form a plan to help your pet without you worrying about exposing others. If you become hospitalized or quarantined and your pet needs help please call us and we will arrange to bring your pet to the hospital for you.

As for appointment visits there are several options:

- 1) You may stay in your car and call us to let us know when you are here. A staff member will come out to pick up your pet and take it into our doctors. It is important that you let us use our leashes on your pet to minimize the chance it will get loose. To further reduce this risk please bring **one pet at a time** and **if possible** leave the kiddos at home. The doctors/staff will call you on your phone to talk with you so don’t forget to bring it and make sure it is charged.
- 2) You may come into the hospital and go directly to the seating area where the receptionist will say hello to you from a distance. Lucky for us we have a HUGE lobby! You can remain in the seating area and converse from the seating with staff/doctors either on your phone or from across the lobby (by bullhorn- just kidding).
- 3) If your dog is particularly rambunctious and at high risk for escape, you may also call us from the parking lot and tell us you will walk your dog to the front door and we will meet you there. Please **be sure** your dog’s collar cannot slip over his head and your leash is hooked on well.

To pay us, our staff can take payment over the phone while you are in your car or in the lobby or you can use the card readers (which we are sanitizing after each use). All receipts will be emailed (or sent via US postal if you have no email) to reduce hand to hand virus passing.

For life threatening emergencies with your pet:

Please come directly to the lobby as always and we will assist you immediately. If possible give us a heads up that you are coming and the nature of your pet’s emergency so we can be ready.

For medication refills:

- 1) We can prepare refills as always and you can pick them up as usual or at our front door. Please pay for the meds over the phone and let us know when you are in the parking lot if you want to meet us at the door.
- 2) We can mail medications to you after taking payment over the phone for the meds plus postage. Please allow **5 business days** for arrivals as we expect carrier delivery times to increase.
- 3) If your pet runs out of a critical medication (like say insulin) and you cannot get to us (i.e. isolation/quarantine /hospitalized) you or a relative should call us and we will find a way to get your pets **critical** medication refills to you and take payment over the phone or bill you if you are hospitalized. We won’t let your pet go without its critical medicine. We do not have any medication shortages of far and have stocked up on critical meds like insulin for example. If you are using insulin you purchase from a human pharmacy you may want to have an extra bottle on hand.

If you live alone with your pet(s) and end up hospitalized yourself and need shelter and/or care for your pet(s) do not worry! Please call us and we will find a way to take care of your pet.

We want you to be comforted that our doctors plan to be at our hospital during our regular hours during this challenging time. We are in touch with our friends at Carolina Veterinary Specialist’s ER department (704-588-7015) who also plan to stay open to help you. Should the authorities order the close of our business, we are developing contingencies to keep in touch with you, our loyal clients (via FaceTime, phone contact, text and email) to keep your pets’ medical needs met.

Thank you, together our communities will persevere!

Sincerely,