

Dear Valued Best Friends Animal Health Center Family,

Thank you for your support in these uncertain times. We are in an unprecedented situation with more questions than answers.

Our concern for our patients' well-being will continue to be our top priority. That being said, due to the recent state of emergency declaration, we expect we may have to make some temporary changes to how we care for your pet.

As of right now, we are continuing business as usual with added cleaning efforts throughout our building. We have numerous staff members with children, and with the closing of the Natrona County Schools, our families must come first. This may limit our open appointments and ability to schedule same-day wellness appointments. We will be making sick pets our priority to be seen as quickly as possible. Please be patient and we will be able to schedule wellness and vaccination exams within a few days of your call.

Please understand that prescription refills may take 24 to 48 hours. This will allow our lowered number of staff time to get these filled accurately. While we are not aware of any immediate shortages in medications, we expect that some shortages will occur. We will do our best to continue to provide all needed medications, but please be aware, we may need to fill prescriptions for shorter lengths of time to ensure adequate supplies for all of our patients.

Our ability to help all of your pets requires us to keep our staff healthy.

- First, please follow the advice of your physician. Stay home if your doctor has recommended that. If you are experiencing any symptoms of concern: fever, cough, shortness of breath, etc., please contact your primary care physician immediately!
- Please have JUST 1 person bring pets, as our exam rooms are small to reduce interactions.
- PLEASE, if you have a fever, are sick or have family in your home that is sick, DO NOT just come for your pets' exam. Please call us, let us know the situation and we will work with you to help your pet and keep us safe and healthy.

We must all work together to minimize the transmission of the virus to our most at risk population, which includes many of our clients and family members.

As always, we will offer drop off appointments. You may have a friend or family member bring your pet for you. We need the name of the person that will be bringing your pet and if they are authorized to make decisions for your pet BEFORE your appointment.

If you are boarding your pets, we will ask that you fill out paperwork before your drop off date. We can e-mail, snail mail, fax or have you pick up the form. This will expedite the check in process.

We will be approving future elective and non-emergency procedures on a case by case basis. Due to disruptions in supply chains and a dramatic increase in need, we expect there to be shortages of many items such as surgical masks, gowns, and sterile gloves. While we will

continue to provide the best possible care to your pet, please be aware it may be necessary to postpone elective surgeries (like spays and neuters) and dentistry.

Finally, for all “current patients” (those that have been seen within the last 12 months) we will be offering telephone or skype appointments as needed. This will allow us to diagnose and prescribe medications for many routine problems without a physical visit to our office.

When things change, as we know they will, we will keep you informed. Please check our website www.BestFriendsAnimalHealthCenter.com and our Facebook page for real-time updates.

Please reach out by phone or email if we can be of help. Wishing you health and safety always!

The Doctors and Staff at Best Friends Animal Health Center

Megan Okes, DVM

Best Friends Animal Health Center
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