



**Re: Amendment to sections from original press release dated March 15, 2020
are noted in red text.**

Date: Sunday, March 22, 2020.

To Whom it may concern:

As your pet's healthcare provider, our number one priority has always been the health and safety of our patients and clients. Often in times of uncertainty, there can be a wealth of misinformation spread, especially in today's digital age.

We wanted to reach out to all our clients and community members regarding the COVID-19 virus, and let you know the steps your Northwood Animal Hospital "NAH" Team is taking in hopes to proactively alleviate any potential concerns. This is being done to keep our staff, doctors, animals, clients and visitors safe while continuing to provide essential patient care.

Effective Monday, March 23, 2020, Our Lobby Will Be Closed To The Public.
Clients and their pets upon their arrival to our Hospital are asked to park,
remain in their cars and call our office at 336-887-2606 (Keep in mind that we are experiencing higher than usual numbers of incoming calls, we ask you for your patience and understanding. There may be times where you may have to attempt your call more than once) to check in for their appointment or to be helped with their needs. Our NAH Team will then proceed to assist you with your needs. At the end of the phone conversation, a NAH Team Member will come out to the parking lot and bring inside the patient(s) only for their appointment to start (Only pets are allowed inside our facility at this time).

Clients are to remain in their cars and await further instructions/appointment de-briefing from our medical team via telephone call).

Our Hospital during this time may experience periods of longer than expected waits, services may be limited, and some existing appointments may need to changed or re-scheduled. Our NAH Team will contact clients affected directly with information about any changes.

It is important to note that there have been NO reported cases of COVID-19 within our Hospital at this time.

The Center for Disease Control “CDC” and The American Veterinary Medical Association “AVMA” have comprehensive websites with important up-to-date information about COVID-19 and your pet(s):

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

<https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19>

Other Misc. Items to Consider when coming to our Hospital:

- Please do not come to our Hospital if you are sick or have had a fever in the last 2 weeks.
- We request all clients that have traveled outside of NC within 2 weeks of your pet's veterinarian appointment please notify our office prior to coming to our Hospital so we can assess risk depending on your area of travel.
- Reschedule your pet's veterinarian appointment if you have been in contact with anyone that has had a fever or possible COVID-19 exposure in the last 2 weeks.
- To help us expedite the checkout process we kindly ask you to have your form of payment ready. Debit/Credit Cards are preferred during this time.
- If coughing or sneezing due to allergies, use your elbow and wash hands after.

Sincerely,

**Dr. Rebecca M. Slivka
President/Medical Director**