



NICHOLS VETERINARY SERVICES, P.C.

Germantown Hills Animal Hospital
511 Ten Mile Creek Rd.
Metamora, IL 61548
Phone (309)383-2356 Fax (309)383-4098
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Washington Veterinary Medical Clinic
643 School Street
Washington, IL 61571
Phone (309)745-9331 Fax (309)745-9332
washingtonvetmed.com/washingtonvetmed@mtco.com

To our valued clients:

At our veterinary hospitals, we are committed to providing our patients with the highest quality of care, and to ensure the health and safety of our patients, staff and our entire community. We are continuing to monitor the development of the COVID-19 virus, and are adhering to recommendations from the Centers for Disease Control & Prevention (CDC) and World Health Organization (WHO), along with updates from our state and local agencies.

As your pet's healthcare provider, we always observe strict standards of cleanliness and hygiene. In response to COVID-19, we are taking additional measures, as recommended by the CDC, to make our regular cleaning and hygiene protocols even more rigorous.

Help us maintain a safe environment for our community. Please call **if you have a cough, fever, shortness of breath, or are otherwise feeling ill or have recently traveled out of the country, have been placed under self-quarantine, or have been exposed to an affected individual prior to your appointment with us.** We will be happy to reschedule your non-emergent appointment to a day and time when you are feeling better. If your pet is sick, please call our office to make alternative arrangements.

Effective today, March 16, 2020:

- As of right now, we are open our normal business operating hours. As always, all care is by appointment only.
- We are instituting a type of concierge service: We ask ALL clients to please remain in your vehicle and call us from the parking lot upon arrival to check-in for your appointment or to be helped with your needs. We will then come to you to retrieve your pet. Please be sure to have your pet secured on a leash or place small pets in a carrier. Communication will be done by phone as much as possible. Payments can be made by credit card over the phone or with your stored card on file.
- Some elective appointments/procedures may need to be postponed at this time pending schedule adjustments.
- For our current clients, we can offer curbside pickup for refills of medications and/or food. Payments can be made by credit card over the phone or with your stored card on file. Please remember our on-line pharmacy at www.ghah.net is available as well as www.hillstohome.com for therapeutic diet refills.
- If you feel it is necessary to be present for your pet's appointment, please call our office to discuss.

We apologize for any inconvenience with delays and appreciate your patience and understanding as we navigate these changes. If you receive a busy signal when calling us at **309-383-2356**, please try our cell number at **309-369-3843**.