



## CORNERSTONE ANIMAL CLINIC

11909 Preston Road, Suite 1456  
Dallas, TX 75230  
972-385-3555

[www.cornerstoneanimalclinic.com](http://www.cornerstoneanimalclinic.com)

### Dear Cornerstone Animal Clinic Clients,

Due to the constant changing environment surrounding the outbreak of the COVID-19 virus, we will be implementing some changes to the business operations of our hospital and adopt a "pet care while social distancing" business model.

Beginning **Monday, March 23rd**, we will begin implementing the following changes:

- We will not be allowing anyone except for our team members into the clinic
- We will be moving to limited contact scheduled appointments, where a team member will come out to your car to bring your pet into the clinic, the doctor will examine your pet while you wait in your car, then call you with a treatment plan. After necessary treatments are performed, a team member will return your pet to you at your car. All financial transactions can be made over the phone or with limited person-to-person contact.
- We will still be accepting pets for day admission/drop off, grooming and boarding, but ask that you call us when you arrive so that we may come out to meet you at your car to drop off/pick up your pet.
- If you need pet food or medication refills, please call us ahead of time so we can have it ready for you and call us when you arrive to arrange payment and a team member can bring it out to you.
- We will still be offering our pet taxi service for pick up/drop off of your pet for any medical, grooming or boarding services.

We have monitored how the rest of the veterinary community is proceeding given the current crisis. We feel that this is the best and safest way to proceed in a situation

that is unlike any that we have encountered before. It is not a decision that we have taken lightly. The well being of our clients and team members is of utmost concern to us. We will be continuing to monitor the crisis closely and will inform you of any changes in the above protocols.

Thank you for your patience and understanding and for your continued trust in us. Please feel free to contact us with any questions at: 972-385-3555 or [info@cornerstoneanimalclinic.com](mailto:info@cornerstoneanimalclinic.com)

Sincerely,

Dr. Mike Escobedo, Dr. Ben Morse

Dr. Eleazar Castro & Dr. Toby Conner