

August 4, 2020

Hello Woodhaven family!

Again we hope that this e-mail finds you well! We wanted to update you on our current protocols for appointments.

Because we are still seeing an increase in COVID cases countrywide, our clinic is choosing to remain curbside until further notice. We need to do this for a number of reasons:

*We are unable to maintain the 6 feet of distancing requirement in our exam rooms, for extended contact.

*The cleaning required between each in-person visit would mean we would have to see less patients in order to have appropriate time to do that. We are already booking out weeks in advance for wellness care. Our local veterinary ERs are incredibly busy right now, with multi-hour waits, so we are focused on seeing as many patients as possible each day.

*We need to keep our staff as healthy as possible, in order to keep the clinic open and serving you. Minimizing in-person contact is one way to help with that.

*Please remember that our staff is not responsible for setting guidelines and protocols at the government level and we are doing our best to follow them and remain open. Patience and understanding goes a long way in a stressful climate like we are all living in right now.

For those of you who have not yet visited us in the last few months, curbside means no clients are allowed in the building at this time. We do make an exception for euthanasia, one client will be allowed in the building, with mask.

-Purchasing medication, food or retail items: Please call/text/e-mail ahead. We will take payment over the phone and bring it out to you when you arrive.

-Clients will wait in the car while we bring your pet in. We have every other parking spot blocked with cones so that we can maintain distance when speaking to you carside. **Please wear a mask, as we will still likely be closer than 6ft for a short time.**

-Our technician and doctor will speak to you over the phone or carside, dependent on time and weather.

-We have added more phone lines to handle higher volume of phone calls. Please add 425-329-4300 as a secondary number for Woodhaven, to your phone book. This is our new outgoing phone number and it may show on your caller ID. Our main incoming number is still valid as well, 206-546-5164.

-Please continue to e-mail us or use our Pet Page portal to text us, for non-urgent needs. This will help with call volume. (To sign up for pet page access, please go to https://connect.allydvm.com/pet/woodhavenvc/sign_up)

-In order to be as available as we can to our current clients and their pets, we remain committed to not taking new clients at this time. Sadly, this includes family and friends of current clients.

-At this time, we are still sending E-mail and postcard service reminders out, simply to have you aware of what is coming due. Please keep in mind we are booking a number of weeks out for non-urgent appointments.

Thank you to everyone for your care, understanding and cooperation in our new "normal."

With warm regards,

Dr. Ann Brudvik, Owner

Christie, Practice Manager