

UPSTATE VET

EMERGENCY + SPECIALTY CARE

March 14, 2020

Dear Pet Family:

At Upstate Vet, the health and well-being of your pet and family are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to continue our normal emergency and specialty care hours.

We are taking additional steps to help keep patients, clients, and employees healthy and safe, including:

- In addition to the rigid cleaning and disinfecting protocols already in place, we have increased the frequency of our cleaning practices.
- For hospitalized patients, visitation will be approved on a case-by-case basis at doctor discretion with a maximum visit time of 15 minutes no more than twice a day.
- Pet owners and their pets are given the option of waiting in their vehicles until they are ready to be placed into an exam room.
- Employees who feel ill are instructed to stay home and contact their doctor.

If you are feeling ill, we ask that you please call us before traveling to the hospital so we can either reschedule your appointment, or in the case of an emergency, provide information on what to do upon arrival at the hospital.

We are closely monitoring the guidance from the Centers for Disease Control and local authorities regarding the spread of the virus to ensure that the actions we are taking are comprehensive and appropriate.

If you have any questions, please feel free to contact the Upstate Vet team at (864) 233-7650.

Sincerely,

Rob Presley, DVM, DACVIM (IM)
Chief of Staff

Regan Zeller
Hospital Director (Asheville)

▼ **GREENVILLE 864-233-7650** | 393 Woods Lake Road, Greenville, SC 29607

EMERGENCY + SPECIALTY CARE Monday - Friday 8am - 5:30pm | **EMERGENCY CARE** Monday - Thursday 6pm - 8am; Friday 6pm - Monday 8am

▼ **ASHEVILLE 828-210-8285** | 22 Fall Pippin Lane, Suite 102, Asheville, NC 28803

SPECIALTY CARE Monday - Friday 8am - 5:30pm

▼ upstatevet.com

