

Dear Valued Clients and Friends,

You, your pet and our team's well-being are extremely important to us. We have been monitoring the COVID-19 situation and have implemented new policies and protocols:

- We are offering full curbside service for all check-ins and medication pickups.
- Please stay in your car and call us at 313-389-1700 when you arrive.
- A staff member will speak with you, obtain your registration information and send a staff member out to bring your pet inside. You will remain in your car.
- Our doctor will call you and speak with you regarding your pet.
- After checkout, a staff member will bring your pet back to your car.
- We will bring any medications or food to your care as well.
- No walk-in medication pickup or food pickup will be honored. Please call ahead and order the medication or food your pet needs and schedule a time for pickup.
- Most importantly - if you are feeling sick, please do not bring your pet to see us. Have a healthy friend or a relative bring your pet in.
- We are here for all your needs, however at this time please have extra patience with our staff. We could be experiencing an increase in wait times due to some general practice veterinarian's having to close. We are truly here because we care about your pet's well-being.

Thank you from the staff at Affiliated Veterinary Emergency Service.