

Dear Pet Family,

At Red Bank Veterinary Hospitals, 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 remain open 24/7 for emergencies and continue uninterrupted specialty care.

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

- In the hospital, visits will be approved on case-by-case basis at doctor discretion with a maximum visit time of 15 minutes no more than twice a day.
- We have increased the frequency of cleaning and disinfecting of all surfaces throughout our facility and, as always, exam rooms are disinfected between patients.
- Curbside service available for all pre-paid prescription pick-up.
- Employees who feel ill are instructed to stay home and contact their doctor.

Additionally, we have partnered with Airvet for the added convenience of telemedicine through messaging and video calling. Airvet is a downloadable mobile app which enables pet parents to get professional help and advice from a veterinarian whenever they need it. For more information, please speak to a member of our team.

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 that we are taking are comprehensive and appropriate.

If you have any questions, please call the location nearest to you.

Sincerely,



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