

Subject: An update from [PRACTICE NAME] on COVID-19

As the COVID-19 situation continues to evolve, the staff at [PRACTICE] are committed to providing safe service for you and your pet or horse.

While we are remaining open, please help us keep our environment as sterile as possible:

- **Wash your hands** before coming into our office
- **Use hand sanitizer** throughout your visit
- **Reschedule if you are feeling ill**, exhibiting any symptoms (cough, fever, shortness of breath), recently attended a large gathering, may have been exposed to COVID-19, or have recently traveled to an area with a high infection rate
- **Practice social distancing** while visiting; per CDC guidelines we ask that you maintain a minimum of 6 feet from others and avoid any contact
- **Visit our online pharmacy** if your pet or horse needs a refill, medication that does not require an exam, or other non-urgent items

If your pet or horse needs medical attention and you're concerned about visiting our practice, please call us to discuss treatment options.

As always, medications and food can be ordered through our online pharmacy: [LINK]

We hope that you and your pet or horse remain healthy through this time, and please know that we are committed to their care.

Sincerely,
[NAME]