To our valued client:

Thank you for choosing us for your veterinary care. In response to the public health threat of the Coronavirus (COVID-19), the College of Veterinary Medicine and Oklahoma State University is working diligently to protect you, our students, staff and faculty and to reduce the spread and impact of this virus while continuing to provide emergency veterinary care when you need it. Thank you for your understanding and patience during this unprecedented time.

Thankfully, there is currently no evidence that companion animals, including pets, can spread COVID-19, but it is highly contagious from person to person. We have made several changes to help minimize the risk to all. One of the steps we are taking is to prescreen all clients prior to, or at the time of, arrival. This screening process helps us determine the steps to take during the admission and discharge process to help curb the spread of COVID-19. Your answers will not affect our commitment or ability to care for your pet/animal. You will experience this screening step for each unique visit to the hospital premises. We appreciate your transparent communication regarding any potential exposure or illness. Additionally, as you have experienced, we are employing curbside admission and discharge processes in order to minimize the chance of virus entering the hospital and negatively impacting the team who is devotedly caring for your pet/animal. We have taken measures to ensure that this process is safe for all involved. If you need to reach a member of the team or inform us of your arrival, please call (405) 744-7000 and press 0. All communications following curbside admission will occur via phone so please make every effort to accept our calls. We have also increased our already stringent cleaning protocols to help reduce the risk of virus transmission. Lastly, we have asked our personnel to adhere to the Centers for Disease Control prevention guidelines:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth
- Practice social distancing when possible
- Stay home if you are sick
- Sneeze or cough into a tissue or the inside of your elbow

We know that an emergency with your pet/animal can be stressful anytime, and realize that stress is increased for everyone during this pandemic. We are here for you and are committed to providing excellent veterinary care in all circumstances.

On behalf of the entire team, thank you for entrusting us with the care of your pet/animal and rest assured that he or she is in caring and capable hands.

Sincerely,

JEFF STUDER, DVM, DACVO
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OKLAHOMA STATE UNIVERSITY