



Winona Veterinary Hospital is committed to providing care for our patients during this COVID-19 crisis. We are working within the guidelines of the Centers for Disease Control (CDC), American Veterinary Medical Association (AVMA), and the Minnesota Department of Health to keep our hospital and staff free of the virus.

VETERINARY

The CDC indicates that speaking in close proximity to others in a closed environment with poor ventilation increases the risk of coronavirus infection. The hospital by its nature is one of these environments and therefore significant changes to the way clients and staff interact are required in order to keep everyone safe.

[Please read these guidelines carefully so you know what to expect for your appointment:](#)

- Do not attempt to bring your pet if you are ill or have been exposed to someone that is ill. If your pet is experiencing an emergency, please have a healthy family member or friend bring your pet.
- We are recommending full parking lot service for the foreseeable future. Call or text when you arrive in the parking lot and we will meet you at your car to collect your pet for their exam. The doctor will be in full communication with you during the appointment. Payment over the phone is preferred. Please note that cats must be in a carrier and dogs must be leashed in order for them to be removed from the car.
- For clients that feel they must accompany their pets into the hospital, we can only allow two family members in at a time. Since only a very limited number of people can enter the hospital safely, your appointment time may be delayed so please be prepared for a significant wait time. Persons entering the hospital **MUST** wear a face covering.
- For medication and food pickups, give our staff a call when you get here and we will take payment over the phone and run your items out to you.

[All staff have significantly changed the way we practice to keep clients and ourselves safe:](#)

- All staff is to stay home if they are sick *in any way* **or** someone in their family is sick.
- We take extra time disinfecting all surfaces throughout the day, in particular door handles and front counters.
- We engage in extra-frequent hand washing
- We wear face masks at all times and avoid touching our faces
- All staff keep distance from and limit contact with each other as much as possible

Please be patient with us. We will be doing our best with frequent staff shortages and extra time taken in taking phone calls and running in and out of the hospital. We are here to help you, your family and most importantly your pets and at the same time doing our best to mitigate the spread of this virus. We are looking forward to the day we can do “business as usual.”

Thank you so much for your understanding and cooperation.

Sincerely,

Drs and Staff at Winona Vet Hospital