

## **Your MVS Pet Care veterinarians are still treating patients**

As trusted veterinary care providers in your community, it's our job to maintain the highest standards of care and our privilege to be a resource for you and your pets. MVS Pet Care is currently still open but we've had to temporarily change our typical operations in order to keep our staff, patients, and clients safe.

Please read the sections below on how we can provide care for your pet and thank you for being a part of the MVS Pet Care family.

**MVS Pet Care Minnesota is currently offering 25% off house call fees to all existing and new client effective immediately through April 10<sup>th</sup>**

### **The appointments we're currently accepting:**

**We are currently offering the following services in-home (subject to change):**

- Well visits
- Rabies vaccinations
- Sick visits
- Injured visits
- Euthanasia
- New litter vaccines

### **Temporary changes to in-home appointments**

- For the safety of our veterinary team, our clients and their pets we are able to accommodate dog visits in an open-air environment, either in your front yard, back yard, parking lot or in an open ventilated garage. Please make sure your dog is securely leashed prior to our arrival.
- For the safety of our veterinary team, our clients and their pets we request that all cat visits be conducted in a spare bedroom, living room or home office as opposed to the bathroom. Please continue to secure your cat in a small room or a carrier prior to our arrival

**We are prioritizing sick pets.** Our vets will provide guidance on whether we think your appointment can be fit into our schedule now, soon, or in the future.

**If you or anyone in your home have been diagnosed with COVID-19 or have been experiencing cold or flu symptoms we cannot come to your home for an appointment for any reason.**

**We are still providing the following services via phone, E-mail, PetDesk and text:**

- Prescription re-fills
- Medical record requests
- Tele-triage
- Tele-advice

## **Current MVS Pet Care hours of operation**

Monday-Friday 8:00am-5:00pm

MVS Pet Care will be monitoring voicemails received over the weekend but if your pet is experiencing a medical emergency, please call your local animal hospital right away.

## **Additional payment options if you're experiencing financial hardship**

- ScratchPay <https://scratchpay.com/>

*(Simple transparent payment plans for medical financing. No prepayment penalty. Finding your plan does not affect your credit score.)*

## **COVID-19 and Pets**

The CDC has not received any reports of pets or other animals becoming sick with COVID-19. Further studies are needed to understand if and how different animals could be affected by COVID-19.