



**SUTTON**  
ANIMAL HOSPITAL  
NEW YORK

To the Clients of Sutton Animal Hospital,

In an effort to continue to offer quality medical care to our patients while also maintaining the health and wellbeing of our clients and staff, we are now operating on a drop off basis only. We are instituting telemedicine services to provide video consults for established patients only. A separate e-mail will be sent shortly with more details about video consults.

As recommended by the AVMA, we are temporarily postponing all elective procedures such as spays, neuters, and dental cleanings, in order to conserve personal protective equipment. We plan to continue offering all other healthcare services 7 days a week, although our evening hours will be temporarily limited.

### **How will a drop off service work?**

To make an appointment please call or email us. If you or a family member have tested positive for Coronavirus, are waiting for test results, or have been advised to self-quarantine, a video consult may be recommended to assess the most appropriate course of action to care for your pet.

Please arrive 5 minutes prior to your appointment time, ring our bell and a nurse will come to the vestibule and take your pet. It has been recommended that pet owners no longer be allowed into the hospital. The doctor will speak with you on the phone or e-mail you during the visit to review medical history and recommended treatments. We will communicate all of this information over the phone or via e-mail.

When your pet is ready to go home you will be called, and we can take payment over the phone so we minimize any transactional contact. We will bring your pet back to the front door with any needed medications and/or food.

If you need to pick up medications or food for your pet, please call ahead so we can have everything ready for you to pick up at the door.

The current understanding is that companion animals cannot be infected with the Coronavirus but they may be able to carry it and transmit it to other people much as the handle of a grocery cart might. We are making these changes to be able to continue to provide excellent veterinary care while also limiting the risk of spread of infection to protect the vulnerable. Please reach out by phone or email if we can be of help to you and your pets. We thank you for your understanding and cooperation.

Wishing you health and safety,  
Susanne Kent-Miller, VMD  
Monica Kennedy, MVB  
And the Team of Sutton Animal Hospital