



**Dear Friends and Clients of Uintah Pet Emergency
– In consideration of the COVID-19 crisis:**

**WE WILL REMAIN OPEN FOR EMERGENCY CARE. AS ALWAYS, OUR HOURS ARE:
MONDAY-FRIDAY* 4pm-12am • SATURDAY 9am-12am • SUNDAY 9am-12am**

**Beginning March 23rd, hours will be expanded by opening at 8am, Monday-Friday and remain the same Saturday/Sunday.*

If emergency assistance is needed outside of these hours, our sister hospital, Powers Pet Emergency and Specialty, at 5886 Tutt Blvd. in Colorado Springs, is open 24/7.

We are here to help you, your pet, and the community. To do this safely, our staff is taking precautions to protect themselves and you, and we ask for your understanding and diligent self-monitoring to assist.

IN CASE OF EMERGENCY

- ▶ If your pet is experiencing a life-threatening emergency, we will see them immediately. Call ahead if you can, (719) 633-3214.
- ▶ If your pet is not in a life-threatening situation, please call ahead to let us know you are on your way.
- ▶ If you are experiencing any symptoms of fever, cough and breathing difficulties AND your pet is stable, then please remain in your vehicle and call us at (719) 633-3214 when you arrive in the parking lot.
- ▶ Our staff will guide you through our process to minimize exposure and still provide the care your pet needs.
- ▶ You may be brought into an exam room or we may have you stay in your car and work through the phone only. This will be case dependent. Our goal is to minimize crowd gathering in our lobby.
- ▶ To minimize exposure, please leave children at home if possible, and we ask that only one person accompany the pet into the facility.
- ▶ Updates will be given regularly by the medical team. This may be by phone.
- ▶ Once the care of your pet is complete, the discharge process will be discussed, and any remaining balance will be collected. Credit card is preferred where possible. We will then bring your pet out to you.
- ▶ It is important for everyone to work together to get through this.

Please don't hesitate to call us with questions regarding your pet's health. We thank all of our wonderful clients and community for your understanding and support during this challenging time. We will continue to keep you updated.

Stay safe and healthy.

The Doctors and Staff of Uintah Pet Emergency