

Delaware Valley Veterinary Hospital
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To Our Valued Clients,

With COVID 19 in the news and uncertainty in the air, we would like to let you know a few facts as it relates to your pets and our hospital.

We are open for our patients during our regularly scheduled hours of operation. Nothing in the care of our patients has changed. By understanding the current situation, making a few modification for safety reasons, we hope to be able to continue that as we have for the past 25 years.

First, according to the CDC and WHO, pets do not get this virus. Because the virus can live on wet surfaces, it is advised to minimize face licking and to wash your hands after playing with or petting your pets (this should be done for good hygiene even without the fear of Coronavirus).

At Delaware Valley Veterinary Hospital, we take the health and safety of you and your pets very seriously and have always disinfected exam room tables between every appointment and have disinfected rooms and floors multiple times during every day. As an AAHA approved hospital, we must adhere to the strictest of sterility/cleanliness guidelines. Within these guidelines, all of our cleaning supplies are hospital grade and have been shown to kill bacteria and viruses including corona. We have added additional cleaning steps to our already rigorous procedures by including high touch areas being cleaned more frequently including chairs, counters, and doorknobs.

The staff has been instructed to monitor their personal health and are not permitted to come to work if they have a fever or feel ill. We ask the same of our clients. For everyone's safety, if you have a fever or respiratory illness, please do not come into the office (this includes "healthy" people who have known or potential exposure for which self quarantine has been advised). If your pet has an appointment for routine service, please call and reschedule that appointment. If your pet is ill or injured, please find someone to bring them in for you. We can discuss our findings with you over the phone if necessary. In the case where there are no other options, please stay in your car and check in from the parking lot. One of our staff members will take your pet from you and

we will call you to discuss our findings. You can also check in via phone if the waiting room looks crowded. We will call you back when your exam room is ready.

Lastly, if the waiting area is crowded, we will check you out in the exam room and may have you leave through a different exit to allow the best possible “social distancing” we can.

By following these guidelines, we hope to keep you, your pets, and our staff healthy so that we continue to be of service to our patients and the community.

Thank you for your understanding,

Steven Milden, VMD and the entire Delaware Valley Veterinary Hospital family