



505 W Main St Ste 101
Monroe, WA 98272
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Our Clinic will remain **open**, during our **normal business hours**, unless the situation changes. This situation is changing almost daily, so please check our web site(hawcmonroe.com) and your email for updates (watch your junk folder too!).

We need your help in changing a few procedures during this challenge. Together, as a team, we will make sure that your pets receive the help they need, and that all of us take precautions against the virus.

Mainly, communicate with us! We're in this together, and we're all inventing new procedures to make it through! We will work with you to figure out the right path, in a safe manner.

- Wellness exams and other "non-essential" services should be cancelled or rescheduled
- Staff will be adhering to recommended handwashing and other infection control practices
- If you are sick or have been exposed to someone with the virus and your pet's appointment is non-life threatening, we must reschedule your appointment. Pets do not contract the virus; however, there is a small possibility they will carry it on their fur, and more likely on leashes and pet carriers, which then exposes our entire staff which will require us to close the clinic
- If your pet has a life-threatening issue and you are sick, we request you take it to one of the local emergency clinics who have the protective gear to care for your pet without exposing their staff at the same time
- To protect our staff, we will be requiring all patients to be dropped off at the front door where our technician will take your pet and get essential information from you regarding concerns
- We will use cell phones to communicate between the exam room and your car, safely parked outside the Clinic. Please remember to have your phone fully charged and/or a cord to be able to keep it charged.
- Any medications will be brought to you when they bring your pet to you and payment will be taken over the phone
- If required, we will limit the supplies/medications ordered so that all pets in need will still get the medications they need.
- If you need medication refills, we will offer to mail your medications. We will not charge for postage, but will charge for postal insurance on orders over \$100