

While the Ohio Department of Health is mandating that we maintain our social distance, we ask for your patience as we operate in a different manner. Although we appreciate that these changes are not as personable as our preferred, full team approach that includes your presence in the exam room, please understand that they are necessary.

We will honor all previously made appointments, but during this crisis, only visits deemed necessary by our doctors or staff will be made.

Wellness visits and vaccines should be temporarily postponed unless they are needed to qualify a pet for boarding at a kennel. Elective surgeries will also be postponed. All appointments should be made by telephone, and for now, no appointments will be made available through online scheduling.

We ask that you call our office from the parking lot upon arrival for appointments or medication pick-up. We will send out a technician to walk or carry your pet in for its exam and treatments. The receptionists will be taking your payment by credit card via phone or through a Bluetooth credit card processing machine. The technician will return your pet to your car with any required medications and instructions. If refilling medications, please do not enter the building. Your medication(s) will be brought to your car by one of our staff.

Please be aware that for the protection of our staff, we will all be wearing masks. Don't let it alarm you, we promise we're the same friendly faces you've all come to know. Although we may look scary, please be confident that we will treat your furry friend with the same tenderness, and love that we always have.

Thank you for your understanding and patience. If we all make these temporary sacrifices and unite in our efforts, we will be protecting not only ourselves, but our high risk loved ones.

The Staff at Rosehill Veterinary Hospital