



1446 Baltimore Street
Hanover, PA 17331
717.633.7387

Aloha Animal Hospital COVID-19 Preventive Measures

ALOHA clients and community members,

Aloha Animal Hospital has a temporary policy put in place during this time. Due to the continued growing and evolving nature of the COVID-19 pandemic, we are taking additional measures to limit exposure between clients and staff. Our goal is to continue providing necessary and exceptional medical and surgical care while keeping us all healthy during these challenging times. We of course value and realize the importance of personal interaction with clients and hope that we can restore a more normal environment in the coming months. We have found thus far that clients have been extremely understanding, and in many cases, grateful for our efforts. Clients are being informed of our temporary policy prior to their arrival for their appointment.

Effective immediately we will institute the following measures:

- We are asking clients to not enter the building for their appointment.
- Upon arrival to our facility, clients call our phone number at 717-633-7387 to let reception know they are in the parking lot.
- A nurse will then come to the client's vehicle to obtain the pet for examination.
- A doctor or nurse will call the client on their cell to obtain a history and discuss a diagnostic plan.
- Estimates, approvals of cost, and payments are obtained over the phone.
- Discharges and any relevant reports will be handed to the client with their pet.
- If clients do not have a cell phone, one family member may bring the pet into the hospital. After checking in, the client will return to their vehicle.

We thank you for your understanding as we continue to serve your clients and patients while maintaining social distancing. Please feel free to contact me, any of our doctors, or nursing staff at **717-633-7387** if you should have any questions regarding these necessary temporary measures.

Sincerely yours,

ALOHA TEAM