



Dear Colleagues,

IndyVet will remain open 24 hours daily seeing emergency and priority referral cases despite the COVID-19 crisis. Although we will remain open, we are incorporating new procedures to comply with the most recent recommendations to minimize exposure risk to pet owners and IndyVet employees. Some of the procedural changes are listed below:

1. IndyVet has initiated curbside service for both specialty referrals and emergency arrivals. IndyVet is not restricting specialty consultations at this time, but availability may be limited based on demand. We are requesting our referral partners to prioritize referrals in the cases requiring immediate care.
2. Clients arriving to IndyVet will be requested to remain in their vehicles in the parking lot and are asked to call a customer service representative by phone ( 317-782-4484 ). A technician will secure a history by phone prior to physically transporting the patient into the hospital for examination and treatment by the doctor. As always, critical emergencies will be prioritized and will be immediately transferred into the hospital.
3. Clients will be given an estimate of time to complete any needed outpatient diagnostics and treatment and will be offered the option to wait in their vehicles for the outpatient service, or to return home until pet is ready for outpatient discharge.
4. Client visitation of hospitalized patients will be very limited and subject to doctor approval.
5. Stable patient re-check appointments for medical or post-surgical evaluation will be suspended until the crisis abates, and will be managed through telemedicine, texted pictures, and/or submitted video.
6. Clients that have been ill are requested to have a healthy family member or friend transport the pet to IndyVet for assistance.
7. The current instructions and updated procedural instructions will be posted to [indyvet.com](http://indyvet.com) as environment circumstances change.

IndyVet remains committed to assisting our veterinary colleagues, pet owners, and pets during this difficult time. We are here night and day to help, so don't hesitate to call us if you have questions or need assistance.

Sincerely,

The IndyVet Team