**COVID-19 Email Templates**

Use these email templates to keep your clients informed of the ongoing changes at your practice.

**Email Template #1 - COVID-19 Deep Cleaning**

In the interest of keeping our clients and staff safe and healthy, we’re temporarily closing our hospital for a deep cleaning starting [DATE]. You can reach us via phone during this time.

We appreciate your patience as we navigate this situation to the best of our ability. We plan to reopen on [DATE].

We’ll reach out to you individually if your pet’s upcoming appointment is going to be affected. If you have any questions, please don’t hesitate to call us.

Follow us on Facebook to keep up with our latest COVID-19 updates.

Thank you,

The [HOSPITAL NAME] Team

**Email Template #2 - COVID-19 Limited Hours**

Our goal has always been to provide exceptional care to your pets, and that hasn’t changed. To continue to be able to provide your pets with the best care possible during this time, we need our staff to remain healthy and safe.

As a result, we’ve made the difficult decision to temporarily limit our hours. For the time being, we’re going to postpone wellness visits as well as routine and elective surgeries. Until our hours return to normal, we’re reserving our efforts for sick and injured pets in need of immediate care.

We thank you for understanding that we’re doing what we need to do to keep providing necessary care in the midst of the COVID-19 outbreak. Follow us on Facebook to keep up with our latest COVID-19 updates.

Thank you,

The [HOSPITAL NAME] Team

**Email Template #3 - COVID-19 Curbside**

We're taking a number of precautionary measures to continue providing quality care to our patients while ensuring everyone's safety in the midst of the COVID-19 outbreak.

**For the time being, only employees will be allowed inside the hospital. We will meet clients in the parking lot to pick up pets and/or deliver food and medications right to your car.**

During this time, services may be limited and we may need to make changes to existing appointments. If your appointment is going to be affected, we'll contact you regarding the changes.

Our new, curbside program goes like this:

* **Call us when you get here and a team member will come out to assist you.**
Make sure cats are transported in sturdy carriers and dogs are properly restrained via leash and ready to be greeted by our staff.
* **Participate in your pet’s appointment.**
We’ll be in contact with you during your pet’s appointment. Just as you would during a traditional visit, you can speak with a doctor or technician to ask questions and voice your concerns. We'll perform any necessary treatments and prepare your invoice and all take home medications for your pet.
* **We’ll return your pet and complete the payment process.**
After your pet’s appointment is finished, we’ll bring them back to your car and complete the payment process. At the moment, we’re accepting cash, check, debit, and credit.

If you’re feeling under the weather, please reschedule your appointment. Keeping everyone safe is our top priority. You won’t be penalized for rescheduling, and we will do our best to work you back in as quickly as time allows.

Follow us on Facebook to keep up with our latest COVID-19 updates and if you have any questions at all, don't hesitate to call us.

Thank you,

The [HOSPITAL NAME] Team