



March 17, 2020

Dear Ohana Clients,

The health and wellness of you, your pet and our healthcare team are our number one priority. As part of our ongoing commitment to providing a clean, safe, and welcoming veterinary environment, we have added frequent cleaning protocols and additional disinfection policies to help protect against the spread of infectious disease.

With heightened awareness of the Coronavirus (COVID-19) outbreak, please know that we are closely monitoring the situation. We have implemented the following social distancing protocols to limit exposure to both our staff and you, our valued client:

1. Call **(805) 658-7387** when you arrive at **Ohana Ventura** or call **(805) 933-1341 Ohana Santa Paula** for your appointment.
2. Reception will transfer the call to your Technician, who will take a history over the phone.
3. When the call ends, bring your pet into the Lobby and meet the Technician you were just on the phone with. **We ask that you return to your car.**
4. An estimate will be printed and brought to you in your car to review and sign
5. If needed, the doctor will either come out to your car or will call you to discuss the treatment plan.
6. Upon completion of the appointment, we will call you again to obtain credit card information to process your payment over the phone. The invoice will be emailed to the email address we have on file.
7. Your pet will be returned to you in your car. Any follow-up appointments will be scheduled over the phone.

We appreciate your patience and understanding during this time of great uncertainty. Your pet's safety and health are our most important concern. We have additional resources on our website at www.ohanapethospital.com. We are here for you.

Mahalo,

The Partners and Team of Ohana Pet Hospital

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