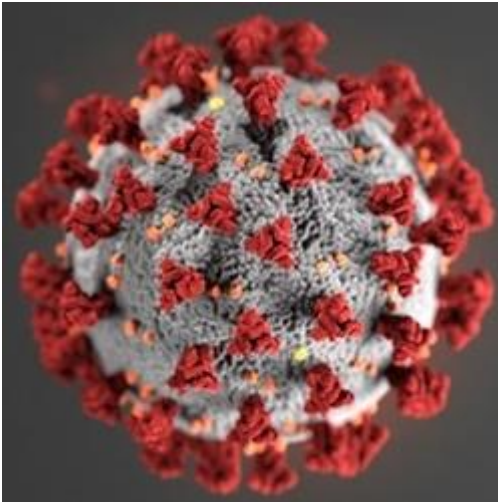




Oakwood Hills Animal Hospital LLC
4616 Commerce Valley Road
Eau Claire, WI 54701-8005
715-835-0112



Dear Oakwood Hills Animal Hospital clients,

Your pet's overall health and wellness has always been our highest priority. As veterinary professionals we are very much aware of the growing concern with COVID-19 within our communities. After evaluating the most current information and reviewing all published guidelines, we remain confident in our ability to provide veterinary care in a safe and healthy environment at Oakwood Hills Animal Hospital for you and your furry friend.

Please reschedule nonessential veterinary care if you are displaying flu-like symptoms. In urgent or emergency situations, we advise asking a trusted friend or family member to accompany their animal for necessary veterinary care.

We are implementing the following additional precautions and recommendations to our clients and team members in light of COVID-19:

When you arrive for an appointment, please call or text to let us know you are in the parking lot. The phone number is the same for both methods of communication. 715 835 0112 We will come out to guide you into one of our exam rooms.

We maintain a clean and safe environment and continue to comply with OSHA and CDC infection control guidelines.

We have standard protocols in place to disinfect all surfaces and client/patient contact areas.

We have reviewed the procedures for proper hand hygiene, reinforced their importance, and encouraged accountability between team members.

We have expanded and increased the frequency of cleaning and disinfection of all common areas and facilities.

We have temporarily removed items that pose a risk for cross-contamination (e.g. magazines, toys, and books) from our common areas.

We support a healthy work environment for our employees

We have requested our team to not be present in our facility if they are experiencing any symptoms.

We are closely monitoring updates from the Centers for Disease Control, the World Health Organization, the American Veterinary Medical Association, and Wisconsin Veterinary Medical Association and will continue to seek guidance from these agencies and local public health officials. With new information, we will make the necessary adjustments to our operations and will keep you informed of any changes.

Thank you for your continued trust and confidence in the care you receive at Oakwood Hills Animal Hospital. If you have questions or concerns, please get in touch with our office. We are in this together and here to help!

The Doctors and Staff of Oakwood Hills Animal Hospital

March 16, 2020 Updated COVID-19 Information Sheet Available

Late yesterday afternoon, the American Veterinary Medical Association (AVMA) updated its information sheets about COVID-19 for veterinarians and pet owners. This resource provides answers to some of the frequently asked questions about COVID-19.

To access the updated FAQ sheet for pet owners, [click here](#)