



To Our Pet Parent Community,

At Animal Emergency & Referral Associates and Animal Eye Center of NJ, the health and well-being of your pet and family are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to remain open 24/7 for emergencies and continue uninterrupted specialty care.

We are taking additional steps to keep patients, clients, and employees healthy and safe, including:

- In addition to the rigid cleaning and disinfecting protocols already in place, we have increased the frequency of our cleaning practices.
- For hospitalized patients, visitation will be on a case-by-case basis with doctor approval only.
- Employees who feel ill are instructed to stay home and contact their doctor.

If you are feeling ill, we ask that you please call us before traveling to the hospital, so we can either reschedule your appointment, or in the case of an emergency, provide information on what to do upon arrival at the hospital.

We are also implementing a temporary policy for all visits to AERA and the Animal Eye Center of NJ to help protect our clients, staff and families. These guidelines are outlined below:

- When you arrive at AERA or the Animal Eye Center, please call reception from your car:
  - AERA: (973)-788-0500
  - Animal Eye Center of NJ: (973)-890-4430
- A technician will come meet you outside and bring your pet inside for his or her exam.
- The doctor will perform a complete exam and will communicate with you by phone from the exam room to discuss clinical findings, diagnosis, treatment recommendations, and follow up.
- Discharge instructions will be printed, and all medication prescriptions will be brought with your pet back to your car by one of the technicians.
- Reception will then call you to obtain payment over the phone.

We are closely monitoring the guidance from the Centers for Disease Control and local authorities regarding the spread of the virus to ensure that the actions that we are taking are comprehensive and appropriate. If you have any questions, please call us (973)-788-0500.

Sincerely,

Allen Kaat  
Hospital Director  
Animal Emergency & Referral Associates

Marie Calamusa  
Hospital Director  
Animal Eye Center