

**The
Cat Doctor
of Dover**



Your Cat, Our Commitment
Sharon Davis, DVM

March 16, 2020

To Our Client Family and Friends,

In these fast-changing times, one thing that has not changed at The Cat Doctor of Dover is our steadfast commitment to the care of your cats. Nevertheless, during the COVID-19 emergency, we are engaging modest adjustments to our normal operating routines and procedures in order to protect the health of our employees, clients, and community. These will be in effect starting on Monday, March 16 through at least April 17, 2020.

Effective immediately for our hospital:

- We will remain open for normal business hours Monday through Friday 8:00 a.m. to 5:30 p.m. However, following suggestions put forth by the American Veterinary Association and the CDC, we will *only* be scheduling sick, urgent, and essential care and/or drop-off appointments. If you are unsure if your cat has an urgent or essential concern, please call!
- For the time being, we are delaying the scheduling of elective and non-urgent routine care such as new wellness exams, annual exams, senior cat 6-month exams, nail trimmings, routine dentals, etc. We will also suspend boarding services during this period.
- We will, as much as possible, be providing “driveway service” in our parking lot to pick up and return your cat directly at your car. You’ll be asked to remain in your car while we examine your cat and perform necessary treatments in the hospital while you wait. Please call us when you arrive; we can put you on speaker phone during the exam!
- Likewise, where medicine, food, or supplies are needed, please call ahead so we can prepare everything you need ahead of time. Once you arrive, please call from your car

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and a team member will come out to the car or leave your supplies on the front porch for you to pick up.

- If you are in a situation where you need prescriptions/food/other supplies which you normally purchase at the hospital but you cannot come in, please call us. We will try to make arrangements for anyone who needs assistance.
- When paying us a visit, we encourage you to practice “social distancing” and minimizing unnecessary contact, as is being encouraged everywhere. Meanwhile, rest assured that we will be extra vigilant in keeping our contact with you as sanitary as possible.
- As always, when dealing with a serious emergency you should call either the Veterinary Emergency and Critical Care and Cancer Hospital in Newington at 603-431-3600 or Port City Referral Hospital Emergency Room at 603-433-0056.

We all hope that the service changes described here will be short-lived. Just like you, we can't wait for things to get back to normal! But given the uncertainties of this worldwide emergency, it is possible that in the future we will have to announce further service modifications in order to maintain the health of our community and continue to provide quality care to our patients. We appreciate that this action may cause inconvenience and in some cases distress for some of our clients. However, we believe that this course of action is prudent based on recommendations from the CDC and American Veterinary Medical Association.

Please do not hesitate to call us at 603-742-6369 or email us at info@catdoctordover.com to ask any questions or discuss any concerns.

Thank you for helping us to maintain a safe environment for everyone who visits and works within our hospital.

Regards,

Dr. Sharon Davis