

Dear New Hope Animal Hospital Family,

With the evolving developments of COVID-19, we have had to make some decisions to protect the health of our employees and our clients, while we continue to deliver quality care to pets in our community.

As of this time, we are OPEN and keeping our regular hours and availability to our clients and patients.

Please know that we are updating protocols and following the [CDC](#) and [AVMA](#) recommendations for all decisions regarding cleaning, transmission prevention and patient care.

There will be some significant changes when you arrive, but our dedication to our patients and clients will not be compromised. Please call if you have any questions or concerns.

The following are options we are making available to help adhere to social distancing and decreased contact.

1. **FOOD ORDERING:** Click [here](#) if you would like to find out about having your pet's Hill's/Science Diet food delivered directly to your home.
2. **TELEMEDICINE:** Visit our [website](#) to schedule a telemedicine appointment to meet with a doctor remotely or to chat with us right away.

DROP OFF APPOINTMENTS: Call 512-690-4124 or [chat](#) with us to schedule your pet's drop off appointment. Click [here](#) to fill out and submit a drop off form. When you get here, give us a call and we will come out and get your pet, or you can come to the door and we will meet you there for the handoff of your pet.