We at Market Lane Animal Hospital recognize the concerns surrounding Coronavirus (COVID-19) and want to ensure you that we are doing everything we can to protect the safety of all of our clients and staff.

**Please be advised that our hospital remains open with regular hours during these challenging times.** All of the doctors and support staff are working diligently to help guide you and provide services as best as possible by keeping you and your pet(s) safe as well as our staff members.

We are implementing new measures on how we will be operating in this crisis:

- **Telemedicine** will be available to you online in the comfort of your home. When you call the clinic to book an appointment for your pet, you will be provided a password for the site and you will have the option of sending text, pictures, or a video chat with the veterinarian. A diagnostic or treatment plan will be created and emailed to you for approval. Medications, supplies, or food will be prepared and payment will be processed online and items will be ready. You have the option of pick up or home delivery. Please note shipping for food/ supplies over $75 is free otherwise a fee of $10.00 S&H plus HST will apply. Medications have to be sent by UPS and a fee of $14.99 plus HST will apply. If in-house treatment or any diagnostics are needed, the clinic will be informed and you will be contacted on by the receptionist of the clinic to inform you of the next step. In case of an emergency and no veterinarian will be physically available in the clinic, you will be directed to an emergency or referral centre that can provide service to your pet.

- To avoid overstocking of food, supplies, and medications we have the right to limit the quantities to avoid shortages which will affect all at the end.

- Walk in emergencies will be accepted ONLY for clients who have no internet access to avoid interruption of our daily booked appointments and scheduling.

- For pets that need to be seen in person and you booked an appointment, we kindly ask you to stay in your car and call us when you arrive. A staff member will take the detailed history and will pick up your pet from your car. After the veterinarian’s exam he/she will discuss the findings and make a plan and an estimate will be created for your approval. When all work is done and medications are prepared, you will be notified and either you do the payment over the phone or in person and a staff member will deliver your goods to your car with the discharge instruction. If you have any questions for the veterinarian, it can be done over the phone or in person with the allowed safe distance recommended by Health Canada.

- Pets that have chronic medical conditions and are in need of refill of medications, supplies, or prescription food OR if you want to buy regular food or supplies, you can order by phone and pay at pick up time. You can also order on our [WEBSTORE](#), pay online, and pick it up or have it delivered to your home. Shipping fee might apply. Please ask reception for details. Please note we will not act as a dispensing pharmacy to other clinics as we give priority to our clients. Exception will apply only to pets needing life support or critical cases and their vet is closed down permanently.

- For elective surgery and vaccinations please call reception for availability. We are trying our best to keep your pet(s), your family, and the community protected from ticks, fleas, heartworm, intestinal worms, and mites. Heartworm test, wellness blood test, and prevention is done by appointment only according to our social distancing policy.

- We are operating under regular business hours. Any changes in the future will be announced.
We are refreshing our inventory and placing orders on a daily basis to ensure that you will not face any shortages. Despite everybody's best efforts, there will be a shortage of certain items from the supplier and you will be informed.

We appreciate your full cooperation and understanding in this difficult time. All efforts will be made to ensure the health and well being of your 4-legged companion.

We hope that you and your family stay safe in this crisis and we pray this to be over soon and everybody enjoy the return to regular life soon.