



Animal Emergency & Referral Center

Affiliate of Mississippi State University College of Veterinary Medicine

1009 Treetops Boulevard

Flowood, MS 39232

Phone: 601-939-8999 * Fax: 601-709-0078

March 23, 2020

Attn: Jackson Metro Area Veterinarians

The Animal Emergency and Referral Center is OPEN. However, due to the COVID-19 outbreak, we have modified our procedures to cover ESSENTIAL CASES ONLY. In addition, we will be screening all clients for illness who wish to accompany their animals to our facility. Additionally, we will collect owner/patient information, consent for treatment, and, when possible, payments remotely.

Owners should call the hospital upon arrival. Clients and patients will then be met at the hospital entrance by one of our health care team members for patient admission. Clients should then return to their cars, and communications regarding patients will be handled remotely by telephone. These precautions are being taken for the health and safety of all involved, and we appreciate your cooperation and compliance.

As always, if possible, please call ahead to advise of your arrival with an emergency. To schedule an appointment for a sick animal (as previously stated, no routine or wellness services will be provided at this time), please call (601) 939-8999.

As you know, recommendations regarding the virus are constantly evolving, so this policy is subject to change at any time. We will post any updates— as well as when we are able to resume normal operating procedures— here and on social media for your convenience.

We apologize in advance for any inconvenience, and we appreciate your patience as we all work together to help mitigate this disease.

J. Darrell Phillips, DVM
AERC Hospital Administrator