



EFFECTIVE JUNE 1, 2020

The MSU CVM Animal Health Center is OPEN. However, due to the COVID-19 pandemic, we have modified how we handle our appointments.

At the time the appointment is scheduled, 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. When notified by our admissions staff, clients should don their facemask and present their patient at the hospital entrance where they will be met 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.

For owners who feel strongly about remaining with their animals and that are here to receive certain types of wellness or preventive care for them, we are able to accommodate these wishes by offering a drive-up service located on the south end of the building, just past our clinic entrance. Those interested in this service must call ahead to verify their pet's candidacy and availability of the service prior to arrival. Owners have the option of remaining in their vehicles or standing in the drive-up line at six-foot increments, and patients are cared for in an adjacent outdoor exam area where they remain visible and interaction with their caregivers is possible.

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 us of your arrival with an emergency. To schedule an appointment for your animal, please call (662) 325-1351.

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.