



Dear Valued Client,

I am personally reaching out to let you know what GuardianVets is doing to help your veterinary practice during this time of uncertainty.

We are observing some unexpected impacts due to COVID-19 on veterinary practices across the country. Some of these include:

- Staff members exhibiting symptoms or needing to stay home to take care of family members
- School closures
- General concerns regarding potential exposure due to proximity in a physical practice

In addition to the stress of keeping your loved ones healthy, we understand the stress this can cause on your business.

As a loyal client, we want you to know that GuardianVets is here to support you.

Accordingly, effective March 16, we will be offering a **discounted flat fee for any GuardianVets member practice that needs daytime triage phone support**. This daytime coverage is *unlimited* and intended to help practices that find themselves understaffed or that need to temporarily close. We will offer daily, weekly and monthly options that cater to your needs and we will operate 24 hours a day, 7 days a week to meet this need.

If you would like to learn more about our extended coverage options, please click [here](#).

In addition to this, we are significantly increasing our staff size to handle the influx of communication and are developing communication protocols for clients that call in with concerns about their pets' exposure or ability to carry COVID-19. We are sharing these with the AVMA and AAHA in a broader effort to help the veterinary community at large.

Lastly, we would like to formally announce that we will soon be offering a **comprehensive telemedicine and digital communications solution**. Although this software was set to release in a few months, COVID-19 has demonstrated to us that your practice may not be able to wait and that you may prefer (or need) to communicate with your clients virtually.

Our new software will:

- Give you a mobile app to communicate with your clients
- Allow your clients to SMS/text your practice with questions
- Give you the ability to conduct virtual visits (telemedicine, within your VCPR) and easily monetize those visits and calls
- Integrate seamlessly into your PMS
- Allow your clients to provide direct feedback to you and your team
- Provide you a dashboard to manage your after-hours preferences, allow you to see all your client activity, and analyze your performance in real-time
- ...and much more.

We welcome you to join us in this as a beta-user. If you would like to sign up to demo our telemedicine and communications solution, please click [here](#).



GuardianVets will continue to work tirelessly in order to provide the best veterinary triage and veterinary communications to you, your team, your clients and patients.

We will be there as your ally and as your partner to help you, especially during these uncertain times.

Thank you for being part of the GuardianVets network. We hope you all stay safe and healthy.

Best Regards,

A handwritten signature in black ink, appearing to read "John Dillon", written over a series of intersecting lines that form a stylized background or watermark.

John Dillon
Founder & Chief Executive Officer
GuardianVets Inc.