

October 19, 2018

To all of our valued Cat Hospital of Chicago patient family members,

We hope that this email finds you and your kitties well!

As some of you may know, there was a fire in our shopping center in the early AM hours (1:30 AM) on Tuesday, October 16th (waffle restaurant two doors east of us). No flames reached our hospital, fortunately, but we did have heavy smoke damage. There were no cats hospitalized. Our hospital cat, Bella, survived with flying colors, despite the smoke and having all doors opened wide by the fire department (not knowing she was inside). She was traumatized, but her chest radiographs looked fine (no evidence of severe smoke inhalation), and once she was bathed, she smelled much better. She is currently living with Dr. Thompson until her hospital home is back to normal.

Unfortunately, however, it turns out that the structural and other damage to the building was more extensive than we had originally thought. After our landlords met with roofers, structural engineers, electricians, and HVAC experts on Tuesday, Wednesday and Thursday of this week, we realized that the entire shopping center will need a new roof, all new heating ducts and electrical work. In addition, because of the smoke damage, we will require all new ceiling tiles, and major cleaning and restoration work at our hospital. That means, very unfortunately for all of us and for our patients, that we will be closed for business until the repairs and restoration are complete.

At the present time, we do not have a definite timeline on when that may be, but because it will involve extensive work (with permits from City Hall needed before we can begin – not typically a speedy process!), we are anticipating a minimum of 3-4 weeks. We should have a better idea of the timeframe, we hope, by the middle of next week or so.

During the period of time that we are closed, we will not easily be able to respond to telephone messages left on our voicemail. However, we will do our best to respond to emails, though please understand that there may be a 1-2 day or so lag in response time under the circumstances. We will do our absolute best! The preferred email address to use is catlovers@cathospitalofchicago.com.

If you want to reach out to your individual veterinarian, those email addresses are:

Dr. Currigan: drcurrigan@cathospitalofchicago.com

Dr Czerwonky: eczerwonky@cathospitalofchicago.com

Dr. Thompson: dthompson@cathospitalofchicago.com

Dr. Foose: mfoose@cathospitalofchicago.com

Below is a list of FAQ's that we anticipate many of you may have regarding veterinary medical care for your cat(s) during this timeframe:

1) Where do I go if I have an emergency with my cat?

- a. As always, we recommend either Premier Veterinary Group (<https://www.premiervets.net/> 773-516-5800, 3927 W Belmont Ave, Chicago 60618) or MedVet (<https://www.medvetforpets.com/location/chicago/> 773-281-7110, 3123 N Clybourn, Chicago 60618).

For our patients in the northern suburbs, we recommend BluePearl Veterinary Partners
Skokie location: <https://bluepearlvet.com/skokie-il/> 847673-9110, 3735 W Dempster St., Skokie 60076;

Northfield location: <https://bluepearlvet.com/northfield-il/> 847-564-5775, 820 W Frontage Rd, Northfield, IL 60093.

b. What are my options as far as refilling medications or food for my cat(s) while you are closed?

i. For medications (and food orders) that are normally filled through Cat Hospital of Chicago:

1. If your cat is on chronic medications and you know you will not have enough to last for another month, AND you are able to pick up between 11 AM and 6 PM today, or 10 AM – 2 PM tomorrow, please email us ASAP at catlovers@cathospitalofchicago.com with your request. We are open limited hours on these two days for prescription pick up ONLY.
2. **VetSource** - This is our online store with home delivery for most prescription medication and diets. You can register here: <https://cathospitalofchicago2.securevetsource.com/site/view/155626HomeDelivery.pml>
3. We have also made arrangements with two hospitals in our neighborhood and in our 'network' that will fill prescriptions for our Cat Hospital patients: VCA Chicago North (https://vcahospitals.com/chicago-north?utm_source=maps&utm_medium=organic&utm_campaign=VCA_Chicago_North_Animal_Hospital 773-267-1111, 3631 N Elston Ave, Chicago 60618) and VCA Ark Animal Hospital (https://vcahospitals.com/ark?utm_source=maps&utm_medium=organic&utm_campaign=VCA_Ark_Animal_Hospital 773-442-6500, 3235 N Kedzie Ave, Chicago 60618).
4. If your cat is on chronic medications that are filled through a human pharmacy (Walgreens, CVS, etc.), or through one of the compounding pharmacies (VPA, Keefer's, etc.), whether you need a refill now or will in the next month, you can send us an email at catlovers@cathospitalofchicago.com at any time and we will get the prescription called into the pharmacy. Again, we will be checking emails while we are closed, but it would be advisable to allow us an additional day or two in order to allow us sufficient time to contact the doctor for approval, and get the approval submitted to the pharmacy.
5. For prescription diets, these can also be picked up at Cat Hospital during our limited hours noted above today and tomorrow. Alternate options

(by prescription, which would need to be approved by a Cat Hospital veterinarian): VetSource, any PetSmart facility, www.chewy.com. If you need a prescription please email us at catlovers@cathospitalofchicago.com, again allowing extra time for us to get the prescription approved and submitted.

2) What if I have a general question about my cat or my cat's medication, or I have a question about whether my cat needs to be seen, or whether his/her currently scheduled appointment can wait until you are open again, etc?

- a. Please email us at catlovers@cathospitalofchicago.com, allowing us at least 24-48 hours to get back with you. If the answer cannot wait that long, please contact one of the emergency hospitals listed above.
- b. We are researching other possible options that might allow us to see some of our patients during this timeframe, though in all cases, we would be more limited in the scope of services offered (no surgery, likely no radiographs, etc.). We are researching the possibility of renting another space, possible home visits, etc. Stay tuned.

3) What if my cat needs to be seen by a veterinarian and, though not an emergency, I don't feel it can wait a month? Are there veterinarians besides the emergency hospitals that you would recommend?

- a. Although we don't have traditional referral relationships with other local veterinary hospitals (outside of the emergency referral centers noted above), we offer the following suggestions:
 - i. If you opt for a veterinarian near Cat Hospital, consider either of the two VCA hospitals noted above.
 - ii. For those only interested in a veterinary clinic with Cat Friendly Practice designation, (as we have earned) (<https://catfriendly.com/keep-your-cathealthy/cat-friendly-practice/>), options include (but are not limited to):
 1. Animal Medical Center (<https://www.animalmedicalcenterofchicago.com/>) 1618 W. Diversey, Chicago, 60614, 773- 525-3353. (Gold Standard Cat Friendly Practice, and they specifically reached out to us indicating their willingness to do anything they can to help us out)
 2. Mid-North Animal Hospital (<https://www.midnorthah.com/>), 2212 N Halsted St., Chicago 60614, 773-929-0777 (Dr. Ross Mahowald is the 'cat guy')
 3. Family Pet Animal Hospital (<https://familypetanimalhospital.com/>) 773935-2311, 1401 W. Webster Ave., Chicago 60614

4. Blum Animal Hospital (<https://blumvet.com/>) 773-327-4446, 3219 N Clark St, Chicago 60657

- b. If you do set up an appointment with any of the hospitals noted above, please let us know and we will do our best to get Cat Hospital of Chicago's electronic medical record sent to that hospital as quickly as possible. We have asked the individual hospitals to reach out to us by cell phone as well should they have an urgent need for a Cat Hospital patient record.

We recognize that other questions or concerns that we may not have covered in the midst of this crisis might surface. Please reach out to us if so.

Again, we apologize for the interruption in veterinary service that this means for your kitties, and we are doing all that we can to get back up and running as quickly as possible. All business in our shopping center are closed during the reconstruction, and all of us, and our landlords are working to get us back to normal as quickly as we can.

In the meantime, we may send another mass email with updates, but we will also be posting updates moving forward on our website www.cathospitalofchicago.com, and on our Facebook page www.facebook.com/cathospitalofchicago.



Dr. Czerwonky, Kristin and Dr. Thompson's Bumper helping to provide feedback at our first Team Leader meeting after the fire (in the form of a nap on Kristin's chest)

Thank you again for your understanding and your patience. We very much value your business, and we feel a strong bond with our wonderful patients. We can appreciate that this is a hardship for you and your feline family, and it is heartbreaking for us as well. Thank you again for your understanding and your patience.

With regards,

Dr. Currigan, Hospital Director, and the entire Cat Hospital of Chicago team