

December 19, 2018

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

We are long overdue in sending out another update on our post-fire progress. (See our [website](#) for previous updates). Please know that it has been as frustrating to us as it has been to many of you that the progress, although steady and moving forward, has been so slow!

The new roof on the shopping center is being placed this week, and all the new heating/ventilation/air conditioning units are in the process of being installed. Much of our restoration has been completed, but there are parts of the restoration that cannot begin until the work above the ceiling is finished. Our projected re-opening date currently remains sometime in February of 2019.

In the meantime, below is updated information:

 **HOLIDAY HOURS:** Please note that we will be **closed on Dec. 24, Dec. 25, and Jan. 1**. We will also be closing early on Dec. 31, at 3pm. **Please plan ahead for any medication or food refills that you might need, as we will not be checking our voice mail or emails during these times.** We appreciate your understanding as our hard working team takes some time to be with their loved ones (feline or otherwise).

 Our mobile trailer has finally arrived and **we have office space!** It is parked in our Cat Hospital parking lot. We anticipate that we can begin seeing patients right after Christmas and are hard at work prepping the trailer for our unique patients. We do have a current waiting list of patients who will be given first priority for the initial appointments and whom we will contact. **We look forward to seeing you in our novel temporary office!**

 Additional information about the trailer

- **Trailer hours will be 8:00 – 5:30 M-F, 8:00 – 3:00 Saturday**
- The restricted trailer footprint size will only allow one veterinarian to see patients each day. All four veterinarians will rotate days spent in the trailer. The trailer will allow us to see more patients than we are able to see with home visits alone, but we will still be limited versus normal Cat Hospital operations in how many patients we are able to accommodate. (We chose the biggest trailer that would fit in our lot and still allow construction work vehicles to come and go).
- We will be able to provide most outpatient services in the trailer, but will still be somewhat limited on some services, such as radiology, to which we will not have access for an additional few weeks. We will not be able to offer any surgical, boarding or hospitalization services until after the hospital reopens.
- Unfortunately, again because of space limitations, we will not be able to accommodate drop-off appointments until the hospital reopens.
- Moving forward, medications (initial prescriptions and refills) will be able to be picked up at the trailer with advance notice. Because we are unable to maintain our normal pharmacy in the restricted space of the trailer, we ask that you give us 24-48 hours'

notice for prescription refills. We will text you when the medications are ready for pickup at the trailer.

- Unfortunately, we do not have space to stock prescription/therapeutic diets at the trailer. Until we reopen the hospital, we suggest that you continue to purchase these diets (with prescriptions from us) through either:
 - Our online store, VetSource
<https://cathospitalofchicago2.securevetsource.com/site/view/155626HomeDelivery.pml>
 - www.chewy.com
 - www.rxpets.com
 - PetSmart stores. Note that not all PetSmart stores carry veterinary diets! Please check online or call the store closest to you first.

 **Parking in our Cat Hospital parking lot** may be challenging for the next several weeks. Between our trailer and all the construction team trucks, we will have very limited parking available. If you need to park at the meters on Irving Park Rd in front of our hospital, please let us know and we will credit your account for the meter fee. Please allow a little extra time for parking as well.

 With the physical office space, we anticipate having telephones so that you can actually talk to someone when you call! We may not have them immediately, but we will shortly in any case.

 We will continue to offer house call services until just before the hospital reopens, though with one veterinarian seeing patients in the trailer, our availability for home visits will be more limited. We will not be doing any home visits the week between Christmas and New Year's, but after the first of the year, we will have one veterinarian each day making home visits in the afternoon. If interested in a home visit, please reach out to housecall@cathospitalofchicago.com. *Please note that since we need nursing team members to help provide support for the 'trailer doctor' each day, all nurses/technician appointments will be scheduled as 'trailer appointments' moving forward (no housecall technician appointments).*

Thank you again for your patience through all these changes and the kind words from so many of you regarding our circumstances! This experience has really brought out the 'best of the best' in many of our team members who have risen to the challenge, and for that we are ever so grateful! We recognize that the trailer won't be quite the same as your usual Cat Hospital visit, but it will keep us on our toes as we get closer to our normal operations!

From all of us at Cat Hospital of Chicago, we hope that all of you have a wonderful holiday and a great start to 2019!

Dr. Colleen Currigan, Hospital Director

Cat Hospital of Chicago