

**Ohio Veterinary Medical Licensing Board Guidelines
On the Closing of a Veterinary Facility**

Prior to closing a veterinary clinic/hospital, a veterinarian and/or their staff or the executor of their estate, shall make a good faith effort to provide at least sixty days notification of such anticipated closing to all known active clients. Active clients shall reflect those owners or caretakers who have brought an animal to the clinic within the past three years and whom to the best of the knowledge of the clinic/hospital staff, still own the animal or animals in question.

The notification shall include information as to the last day the clinic/hospital will be open, how an owner or caretaker can obtain a copy of their animal or animals' records and what will happen to the records if the owner does not obtain the records prior to the permanent closing of the facility.

Notification efforts at a minimum could include:

1. Notices by e-mail to the last known e-mail address of the owner.
2. Information on the clinic website if one exists, as well as on any "social media" communication vehicles the clinic/hospital utilizes.
3. Notice in front office reception area and on a flyer presented to clients when checking out once a closing date has been established.
4. Notice by standard U.S. mail to clients for which an e-mail address is not known, has been returned as undeliverable or who have not visited the clinic/hospital since the closing has been announced and posted.

Adopted by the Ohio Veterinary Medical Licensing Board May 9, 2012