

Coronavirus (COVID-19) Guidelines for Clients

WE ARE OPEN AND HERE FOR YOUR PET!

We have been so grateful for all of the support our clients have given us as we have tried to balance the needs of your pets and the necessity of trying to prevent spread of the Coronavirus. Thank you all!

As we continue to try and limit the spread of the virus and as both the state and federal governments give guidance for opening businesses, we want you to know that Veterinary Medicine is considered an essential business in New York State and Sleepy Hollow Animal Hospital is able to transition to operating at full capacity at this time.

Please know that we are taking all necessary precautions to protect everybody, including you and the entire staff of our hospital. See below for the protocols we have put in place for when you come to the hospital:

PLEASE NOTE - **WE ARE NOT ALLOWING NON-EMPLOYEE HUMANS INTO THE HOSPITAL. THE DOOR TO THE HOSPITAL IS KEPT LOCKED FOR EVERYONE'S SAFETY**

When your pet has an appointment for care:

- We ask that when you park your car, please stay in your car and call us from the parking lot to let us know you are here. In order to get your pet's medical history, the receptionist will either place you on hold and have a medical staff member pick up the line or will inform you that a medical staff member will be calling you back shortly.
- Once the medical staff member has received the medical history, they will come out to your car to retrieve your pet to bring them into the hospital for their appointment.
- If the appointment is scheduled with a doctor, the doctor will call you after their examination and discuss their findings and recommendations.
- If the visit is with a technician, the technician will not call you unless requested
- After the approved care has been administered, the receptionist will call you back, go over the invoice with you and take payment over the phone
- A staff member will then bring the pet back to you in your car

When you need to pick up medications or supplies:

- Please try to call us in advance when you are running low on medications or supplies
- Once the medication has been approved by a doctor, we will let you know it is ready for pickup.
- When you come to the hospital to pick it up, please stay in your car and call us so that we can take payment over the phone. We will then place the medication/supply on the front steps and you can come to the front door and pick it up.