

Coronavirus (COVID-19) Guidelines for Clients

WE ARE OPEN AND HERE FOR YOUR PET!

We are so grateful for all of you! THANK YOU for trusting us with your pet's care - We are happy to be here for you!

While the COVID-19 Virus continues to be a threat, we continue to practice Social Distancing and remind everyone about what this means if your pet has to come in for a visit at our hospital.

PLEASE NOTE - **IN AN EFFORT TO PROTECT EVERYBODY, INCLUDING YOU AND THE ENTIRE STAFF OF OUR HOSPITAL, 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 ask you to meet them outside with your pet so that your pet can be brought inside 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, take payment over the phone and instruct you to come back to the front door
- A staff member will then meet you outside with your pet

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.

What if I or a Member of My Family has COVID-19:

If you or another household member has been diagnosed with COVID-19 or anyone is experiencing symptoms of fever or respiratory illness we ask that you NOT make routine wellness care appointments at this time.

If you or another household member has been diagnosed with COVID-19 or anyone is experiencing symptoms of fever or respiratory illness AND your pet is experiencing **an urgent medical problem**, we will ask you to have a friend or neighbor bring the pet in if possible.