

Risk Mitigation Strategies

Fully Functioning with no limitations

- Handshake free during COVID-19.
- If you are healthy with no signs of illness, please bring your animal to our clinic and practice social distancing including no physical touching, appropriate hand washing and keeping 6-10 feet of distance from others in the clinic.
- If you are feeling ill or experiencing flu-like symptoms and have an upcoming appointment. We kindly ask that you call us to reschedule.
- If your pet has a medical emergency and you are feeling ill, please arrange for a trusted friend or healthy family member to transport your pet to our hospital. If this is not possible, call our front desk upon arrival from your car and we will come out and retrieve your pet and handle all treatments while you remain in your car.

No Waiting Room

- Handshake free during COVID-19
- Call the receptionists at the time of arrival. The client and pet wait in the vehicle until the hospital is ready.
- The client and pet are then escorted directly to an exam room from their vehicle. All treatment and check out process takes place in the exam room. Client and pet would leave the hospital from the exam room.

No Clients in the Hospital

All scheduled wellness visits, non-routine examinations and surgery/dental drop offs:

- Upon arrival to the clinic, call the clinic. Client is checked in at that time.
- Our team will collect all of the necessary information to proceed with your pet's appointment.
- You and your pet can wait in the safety of your vehicle until one of our staff members retrieves your pet from you.
- If your pet is going to leave with you after the appointment time, you may wait in your vehicle until your pet's appointment is complete.
- If your pet is being admitted to the hospital, an estimate will be brought to you at your vehicle and a deposit will be collected by phone.
- You will be provided with discharge instructions at the conclusion of your pet's visit, along with any medication.
- Take home information and invoices will be provided to you. You will be provided with the ability to pay at the time of service.

Medication Refills

- If your pet needs a medication refill, please call us. You may pay for your medication ahead of time via telephone. When you arrive to pick up your medication, please call and it will be brought to your vehicle.
- Also referring clients to use your online pharmacy if you have one.