



Care Animal Hospital is open and operating business as usual. We plan to maintain normal business hours and appointments as long as the situation within our local community permits; however, we have modified our lobby and appointment protocols to ensure the highest level of safety for our staff and clients.

**FOR THE SAFETY OF OUR STAFF AND CLIENTS WE ARE NOT PERMITTING THE PUBLIC TO ENTER THE HOSPITAL.**

We are continuously monitoring the evolving situation and will post any significant changes to our normal operations on social media and on our website. Please see the information below regarding our current process for seeing patient appointments.

### **Virtual Appointments.**

Virtual appointments are available to existing patients that have been seen by a Care Animal Hospital Veterinarian within the past 12 months. These appointments allow a veterinarian to discuss a pet's condition with the owner and to observe the pet visually while remotely, limiting both the client and staff potential exposure to illness. If you are interested conducting your pet's appointment virtually please notify our staff. Standard exam fees apply.

### **“Curb Side Service” for all in-person appointments:**

Curbside service enables us to examine your pet in person without the risk currently associated with human interactions.

### **Doctor Exam Appointments:**

1. When scheduling an appointment, a Curbside History form will be emailed to you. We ask that you return the completed questionnaire to the hospital before you arrive for your pet's appointment.
2. Upon your arrival, please call the hospital to notify the staff. Provide information about the make, model and color of your vehicle and location on the parking lot, as well as any instructions that staff will need when retrieving your pet for the appointment (driver or passenger side of the vehicle, will the staff member need to bring a leash or pet carrier, etc).
3. The doctor will call from the exam room to discuss diagnosis, recommendations and treatment as needed.
4. After we have concluded your pet's appointment, a staff member will call again to process your payment and then return your pet to your vehicle, along with your pet's paperwork, your payment receipt, and any medications or products purchased.

### **Surgical Appointments:**

1. When scheduling your pet for a surgical procedure, a Curbside History form and procedure estimate will be emailed to you. The completed Curbside History questionnaire, **signed** estimate, and **signed** surgical consent form must be returned no later than at the time your pet is dropped off for their procedure.
2. When you arrive to drop your pet off, please call the hospital to advise that you have arrived and provide the details of your vehicle (make, model, color, location in parking lot). After obtaining this information, you will be placed on hold for the Surgical Technician who will be assisting the doctor during your pet's procedure.

3. When the Technician retrieves the call, they will discuss the details of your pet's procedure, confirm the presurgical home protocol has been followed, and that the requested forms (Curbside History and signed estimate) have been completed and present, and discuss the protocol and time frame for your pet's discharge.
4. A staff member will then retrieve your pet and the required paperwork from your vehicle.
5. Once the procedure is completed and your pet is in recovery, the Technician will call with an update on your pet's condition, an appropriate pick up time for your pet, and the final cost and process your payment by phone.
6. When you arrive to pick up your pet, please call the hospital to advise that you have arrived and provide the details of your vehicle (make, model, color, location in parking lot). Your call will be placed on a brief hold until the doctor is available to discuss post-surgical care your pet requires.
7. A staff member will deliver your pet to your vehicle.

### **Medication Refills & Product Purchases**

1. If you need to refill a medication, or purchase supplies or food for your pet we recommend taking advantage of our online store. The link can be found in the top right corner of our website.
2. If you are unable to wait for your product to be ordered and shipped, please call the hospital in advance to request the items needed. The staff member will fill your request and process your payment over the phone. When you arrive to pick up your purchased items, please call the hospital to advise of your arrival and inform the staff of the details of your vehicle (make, model, color, location in parking lot). A staff member will bring your items and payment receipt to your vehicle.

### **Grooming Appointment Drop-Offs**

1. Upon your arrival, please call the hospital to notify the staff. Provide information about the make, model and color of your vehicle and location on the parking lot, as well as any instructions that staff will need when retrieving your pet for the appointment (driver or passenger side of the vehicle, will the staff member need to bring a leash or pet carrier, etc).
2. After the staff member has delivered your pet to Jamie, Jamie will call to discuss any special instructions for your pet and discuss an estimated pick up time.
3. When you arrive to retrieve your pet during the predetermined pick-up window, please call the hospital to inform the staff of your arrival and your pet's information, as well as a description of your vehicle. The staff member will process your payment by phone and then bring your payment receipt and your pet to your vehicle.

We appreciate your patience and understanding as we continue to adapt to the increasing urgency of public safety.

Sincerely,

The Doctors and Staff at Care Animal Hospital